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# The City of Eden Prairie

## Quality of Life Survey Report of Results

2020

Prepared by:



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## EXECUTIVE SUMMARY

### Survey Background

The 2020 Quality of Life Survey provided residents the opportunity to rate the quality of life in the City of Eden Prairie, as well as the quality of service delivery and overall workings of local government. The survey also permitted residents to provide feedback to government on what is working well and what is not, and to share their priorities for community planning and resource allocation.

Surveys were mailed to 2,000 randomly selected resident households in December 2020. A total of 510 surveys were completed, yielding a response rate of 27%. In addition to the scientific, random sample, a link to an online “opt-in” survey was publicized through various channels, including the Eden Prairie website and social media. This opt-in survey was identical to the scientific survey and open to all Eden Prairie residents. A total of 859 online surveys were completed, yielding a total count of 1,369 survey responses.

Survey results were weighted so that respondent gender, age, housing unit type (attached or detached), housing tenure (rent or own) and race were represented in proportions reflective of the entire city. The margin of error is plus or minus three percentage points around any given percentage point reported for the entire sample.

Because Eden Prairie has administered resident surveys before, some comparisons could be made between 2020 responses and those from 2018, 2016, 2014, 2012, 2010, 2008 and 2006. Eden Prairie also elected to have its results compared to those of other jurisdictions around the nation, in Minnesota, and those in the north central region with populations over 15,000, comparisons made possible through a national benchmark database created and maintained by National Research Center, Inc. (NRC). This database contains resident perspectives gathered in citizen surveys from over 500 jurisdictions.

### Key Findings

#### *Eden Prairie continues to be a highly desirable place to live and raise a family.*

- ▶ Eden Prairie residents continue to boast a high quality of life, with 93% awarding excellent or good marks in 2020. This rating was higher than averages seen across the nation and to Central Region municipalities with populations over 15,000 and similar to Minnesota communities, and similar to quality of life ratings given in prior years.
- ▶ At least 9 in 10 survey participants praised Eden Prairie as a place to live, as a place to work, and the quality of life in their neighborhoods. Additionally, around 7 in 10 respondents were pleased with the community as a place to visit and as a place to retire. All community quality ratings were similar to reviews given in previous years except for the city as a place to work (which was lower in 2020 than in 2018), and were either similar or higher than national and both peer comparison groups.
- ▶ As in past years, residents were also pleased with the city as a place to raise children and the overall opportunities for education and enrichment in the community, with at least 9 in 10 awarding high marks. Both of these averages exceeded all three sets of benchmark comparisons. Further, for those respondents who elected to convey their favorite aspect of living in Eden Prairie, schools and education was the fifth most favorable aspect about living in the community.

### *Residents continue to rate Safety-related aspects highly, with a few crime-related concerns.*

- ▶ As in prior years, residents commended safety services, such as fire, Hennepin Healthcare EMS, and police, with each assigned excellent or good marks by 9 in 10 or more. Further, police services and crime prevention were rated higher than the national, Minnesota and regional population benchmark comparisons.
- ▶ Almost all residents (92%) felt at least good about the overall safety of residents in the Eden Prairie community, which was on par with ratings given since 2014. This level was higher than national, Minnesota, and North Central regional comparisons.
- ▶ About 9 in 10 participants reported they felt secure in all areas of the city, including the Eden Prairie Center mall, retail parking lots, and paths and walking trails. Moreover, respondents' feelings of safety have remained stable since 2014. Compared to their peers, Eden Prairie residents awarded similar assessments to their feelings of safety in their neighborhoods and in the City's parks and open space compared to national, state, and regional averages.
- ▶ When asked to express their perceptions of potential problems or concerns in the community, about 3 in 10 residents indicated that traffic was a moderate, major or extreme problem, while one-quarter felt the same about vandalism and property crimes, and drugs. Very few respondents perceived violent crime as a moderate or worse problem. Most 2020 ratings for potential problems in Eden Prairie were on par with impressions in previous iterations of the survey; however, fewer residents felt that drugs were problematic in 2020 compared to 2018, returning to levels reported in 2016 and prior.
- ▶ Eden Prairie survey participants were most likely to have contact with the Police Department during Eden Prairie Night to Unit (24%), through community programs (20%) or to report a crime (18%). All residents' rates of contact were comparable to past years except for reporting a crime, which increased from 2018 to 2020. Residents were impressed with their interactions with the Eden Prairie Police Department, with 9 in 10 praising their police, maintaining levels seen in the past.
- ▶ When asked to write in their own words what they liked least about living in Eden Prairie, of respondents who wrote in a comment, 5% remarked about rising crime or safety concerns. However, when asked to choose their favorite thing about living in the city, 10% made a comment related to feeling safe.

### *Community parks, recreation and natural environment continue to be a valued community asset.*

- ▶ More than 9 in 10 residents revealed admiration for the overall natural environment and opportunities for education and enrichment, maintaining standards set in previous years and outshining national, Minnesota and North Central communities with populations over 15,000.
- ▶ Reviews for individual characteristics that make a community a more desirable place to live, such for air quality, cleanliness and the overall appearance of Eden Prairie, received top billing, with at least 93% of residents assigning excellent or good scores to each. At least 9 in 10 respondents were also appreciative of paths and walking trails, fitness, and recreational opportunities. All of these



characteristics were evaluated at levels higher or much higher than national, Minnesota and regional averages.

- ▶ When asked to relay the thing they like best about living in Eden Prairie, respondents reported that they were delighted with parks and trails/recreation centers in Eden Prairie, with one-third of all respondents making this community aspect the most beloved of all other highlights of living in the city. Another 7% reported that Eden Prairie's open spaces and nature/wildlife were their favorite aspect of the city.
- ▶ More than 9 in 10 respondents visited large community parks in Eden Prairie and about 9 in 10 had visited smaller neighborhood parks. About 6 in 10 residents had utilized the Community Center, while half had used the Staring Lake Amphitheater and 4 in 10 utilized the Outdoor Center or the Richard T. Anderson Conservation Area. Most rates of use were consistent with previous years; however, residents were more likely to have used smaller neighborhood parks and the Richard T. Anderson Conservation Area in 2020 than in 2018, and less likely to have used the Community Center.
- ▶ Not only are residents using the parks and recreation amenities provided to them by the City, they also praised these opportunities across the board: more than 8 in 10 respondents applauded all offerings. Residents' esteem for their parks and recreation opportunities remained undiminished and consistent with prior years except for the rating for smaller neighborhood parks, which increased.
- ▶ Parks and recreation-related services (such as park and trail maintenance, recreation centers and services, and preservation of natural areas) were also lauded by 9 in 10 residents or more. Further, respondents' scores for all of these services remain consistent with previous years, highlighting strengths of the community. Eden Prairie services were a step above the national, Minnesota, and regional benchmarks, achieving higher or much higher scores for many.

### *Residents continue to praise their City services.*

- ▶ In 2020, about 9 in 10 residents assigned high scores to the overall quality of services provided by the City of Eden Prairie, on par with 2018 and 2016 levels. This measure was higher than national, North Central and Minnesota comparisons.
- ▶ About 7 in 10 community members felt they received excellent or good value for City services considering the property taxes paid. This was consistent with residents' sentiment in 2016 and 2018. Residents' reviews for the value of services outpaced all three sets of comparison communities.
- ▶ Of the 33 individual services reviewed by survey respondents, 12 were positively scored by at least 9 in 10, including the overall customer services provided by City employees, and 8 in 10 awarded excellent or good ratings to 16 additional services. The lowest rated service, traffic signal timing, was still appreciated by two-thirds or more.
- ▶ Where comparisons were available, in comparison to communities across the U.S., other municipalities in Minnesota, and in the North Central Region with similar populations, Eden Prairie services were a step above, achieving higher or much higher scores for many benchmarks.
- ▶ About 6 in 10 residents indicated they had contacted a City service department in the 12 months prior to the survey. Of these residents, the highest frequency of contact reported was with the

Community Center (21%) and police (22%). At least 9 in 10 of those who had contacted a City employee were pleased with all aspects of the interaction, including the employee's courtesy, knowledge, responsiveness and overall customer service. Appreciation for the overall customer service provided by City employees has continued to increase since 2008 (the first year this question was asked) and outmatched reviews given by residents elsewhere across the country, region and state.

### *Public transportation and light rail are a focus of the community.*

- ▶ About half of respondents gave favorable ratings to the ease of public transportation in Eden Prairie; this rating was higher than the national benchmark and similar to the Minnesota and regional/population benchmarks and remained stable over time.
- ▶ When asked to write in their own words what one thing they liked least in Eden Prairie, of the respondents who provided a remark, about 8% made a comment related to the construction of the light rail, and these residents were displeased by the light rail and considered it to be unnecessary or an eyesore. Another 1% saw a greater need for public transportation in the community and/or were excited about the light rail.

### *Residents' use of some City information sources increased in 2020.*

- ▶ As in previous years, word of mouth remained the most frequently used source of information about City government and its activities (87% major or minor source). Residents also indicated they relied heavily on the City's website (84%), the Parks and Recreation Program Guide (74%), and the Life in the Prairie newsletter (74%).
- ▶ Respondents' reliance on these sources tended to be similar to levels reported in previous years; however, use of the City website, the City News email/text subscription, and Nextdoor increased significantly since 2018.
- ▶ Perhaps as a result of the coronavirus crisis and quarantine restrictions, Eden Prairie residents' commitment to newspaper subscriptions increased dramatically in 2020. About 70% of residents stated they receive the *Star Tribune* at home (compared to 41% in 2018) and half receive the *Eden Prairie Sun Sailor*, up from 30%.
- ▶ In 2020, 73% of community members had accessed the City website at edenprairie.org in the last 12 months prior to the survey, which was an increase since 2018.

## Survey Background

The City of Eden Prairie contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The primary goal of the survey was to assess the attitudes and opinions of residents by:

- ▶ Evaluating City programs and services.
- ▶ Determining general perceptions of the quality of life in the city.
- ▶ Identifying issues facing the city.
- ▶ Setting benchmarks for future surveys.

The Eden Prairie Quality of Life Survey serves as a consumer report card for Eden Prairie by providing residents the opportunity to rate the quality of life in the city, as well as the community's amenities, service delivery and their satisfaction with local government. Residents also provide feedback on what is working well and what is not, and communicate their priorities for community planning and resource allocation.

Focus on the quality of service delivery helps council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Eden Prairie City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This is the eighth iteration of the Eden Prairie Quality of Life Survey since the baseline study conducted in 2006. The 2018, 2016, and 2014 surveys were conducted by mail and online; all iterations prior to the 2014 survey were conducted by phone.

### SURVEY ADMINISTRATION

A postcard was mailed to 2,000 Eden Prairie households, selected at random, notifying residents that they had been chosen to participate in the survey. A survey followed in the mail after one week and another one a week later. There were 510 respondents to the mailed questionnaire (with 76 undeliverable addresses), yielding a response rate of 27%. In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized through various channels including the Eden Prairie website and social media. This opt-in survey was identical to the scientific survey and open to all Eden Prairie residents. A total of 859 online surveys were completed, yielding a total count of 1,369 survey responses. The margin of error is plus or minus three percentage points around any given percentage for all respondents.

Survey results were weighted so that respondent gender, age, housing unit type (attached or detached) and housing tenure (rent or own) were represented in the proportions reflective of the entire city. More information about the survey methodology can be found in *Appendix F: Survey Methodology*.

### HOW THE RESULTS ARE REPORTED

For the most part, the full set of frequencies or the "percent positive" are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "strongly support" and "somewhat support," etc.).



On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Survey Frequencies* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice rounding values to the nearest whole number.

## PRECISION OF ESTIMATES

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The margin of error for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (N=1,369).

## COMPARISON OF RESULTS OVER TIME AND BY RESPONDENT SUBGROUPS

Because this survey was the eighth iteration of the citizen survey, the 2006, 2008, 2010, 2012, 2014, 2016, and 2018 results are presented when comparisons to 2020 were available. Where differences in ratings from 2018 to 2020 are five percentage points or greater, they can be considered significantly higher or lower.

When reviewing comparisons to data prior to 2014, differences that surfaced may or may not be meaningful, as wording changes between survey versions and the switch in methodology to a self-administered survey from a telephone survey may account, at least in part, for any shift in ratings. NRC adjusted the findings from 2012 and prior in order to maximize the comparability of results over time. This way the reported trend line data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail. For more information on comparing results over time, see *Appendix F: Survey Methodology*.

Selected survey results were compared by geographic location of a respondent’s home, presence of children in the home, respondent length of residency, age, gender, housing unit type (attached or detached), housing unit tenure (rent or own) and income. These crosstabulations are summarized and presented in tabular form in *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*. Where differences between subgroups are statistically significant, the results in these tables are shaded grey.

## COMPARING SURVEY RESULTS TO OTHER COMMUNITIES

NRC’s database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Communities to which Eden Prairie was compared can be found in *Appendix E: Detailed Benchmark Comparisons*. National benchmark comparisons, Minnesota benchmark comparisons and comparisons to communities in the North Central Region with populations over 15,000 have been provided when similar questions on the Eden Prairie survey are included in NRC’s database, and there were at least five communities in which the question was asked.

Where comparisons for quality ratings were available, Eden Prairie's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a comparison of Eden Prairie's rating to the benchmark where a rating is considered "similar" if it is within the standard margin of error (10 points or less on the 100-point scale); "higher" or "lower" if the difference between Eden Prairie's rating and the benchmark is greater than 10 points but 20 points or less; and "much higher" or "much lower" if the difference between Eden Prairie's rating and the benchmark is more than twice the standard margin of error (greater than 20 points). Comparisons for a number of items on the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

## Quality of Life and Community

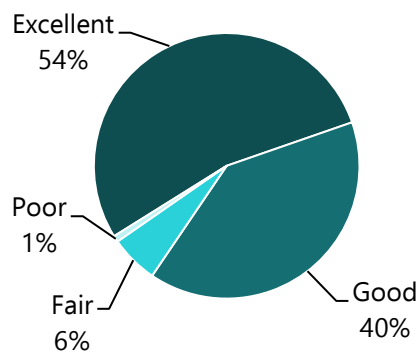
The City of Eden Prairie Quality of Life Survey contained a set of questions related to quality of community life in the city ranging from the overall quality of life to Eden Prairie as a place to work, to visit and to retire. Survey respondents also were asked to indicate how likely they would be to remain in the community and recommend it to others.

### QUALITY OF LIFE

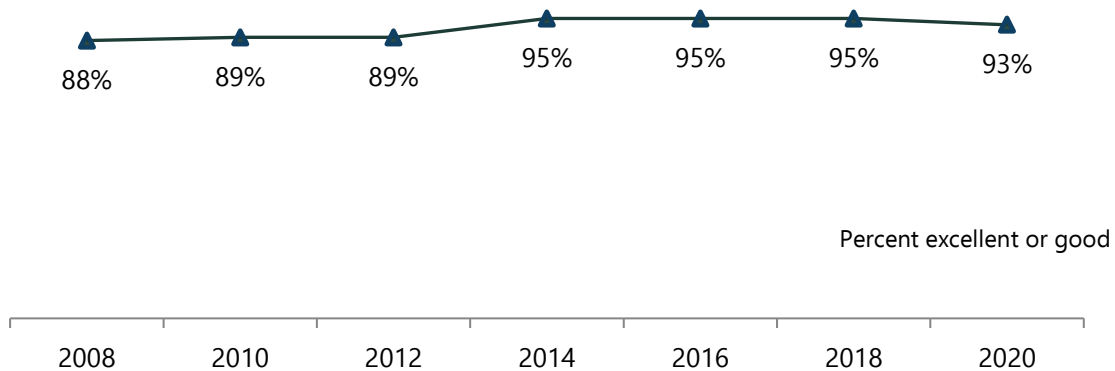
Eden Prairie residents continue to boast a high quality of life, with 93% awarding excellent or good marks in 2020; only one percent of respondents felt the quality of life was poor. This rating was higher than national and regional peer benchmarks and similar to Minnesota benchmarks (communities in the North Central region of the U.S. with populations over 15,000; see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons). Residents' appreciation for their quality of life has remained stable to previous survey findings.

Survey results were compared by geographic location of residency and select respondent demographic characteristics. Survey participants aged 35-54, homeowners and those who made at least \$50,000 annually gave higher evaluations to the overall quality of life in Eden Prairie than other residents (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 1: OVERALL QUALITY OF LIFE IN EDEN PRAIRIE, 2020**



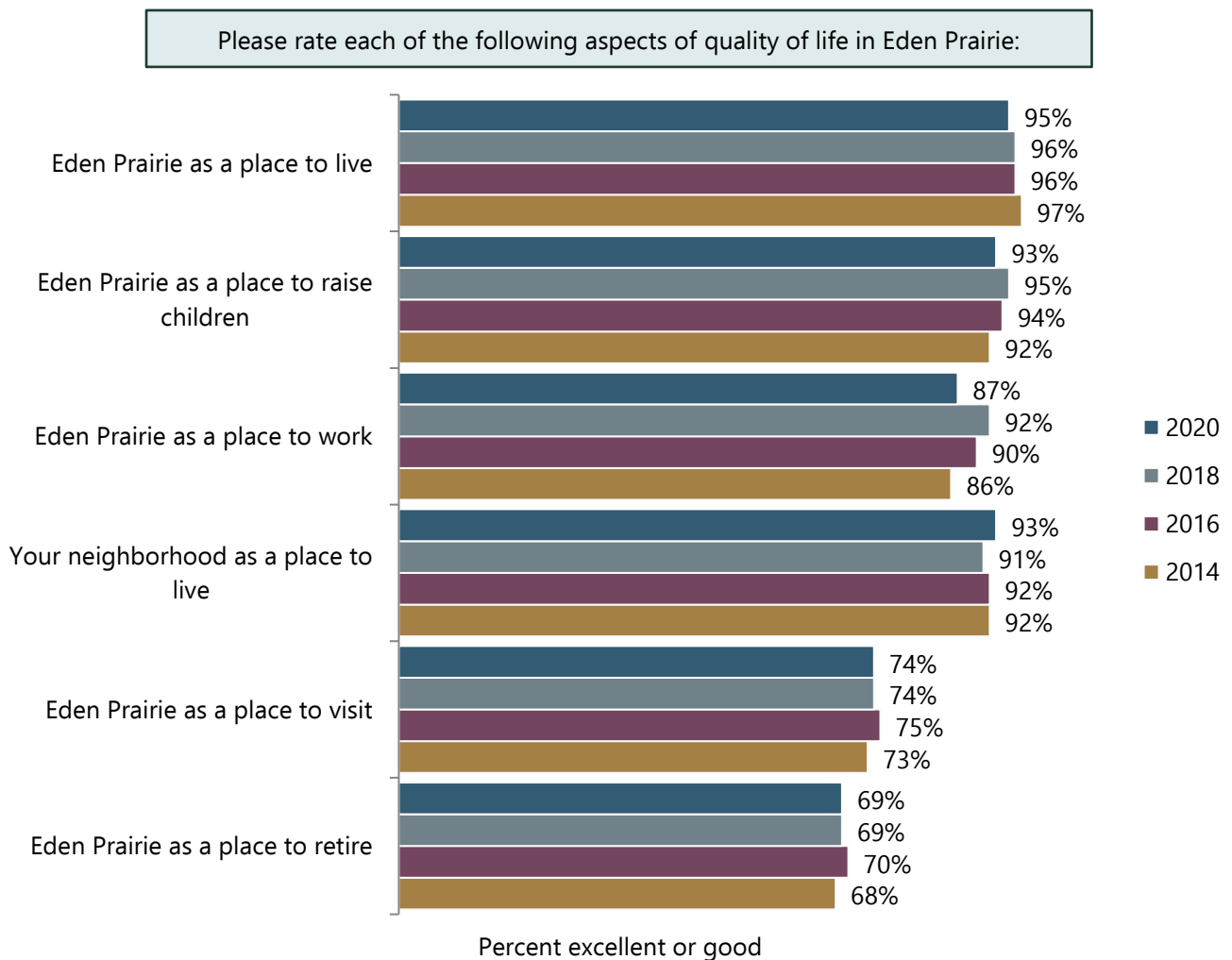
**FIGURE 2: OVERALL QUALITY OF LIFE COMPARED BY YEAR**



Residents also assessed aspects that enhance and contribute to the quality of life in the community. At least 9 in 10 survey participants praised Eden Prairie as a place to live, the city as a place to raise children, as a place to work, and the quality of life in their neighborhoods. Additionally, around 7 in 10 respondents were pleased with the community as a place to visit and as a place to retire. All community ratings were similar to reviews given in previous years except for the city as a place to work (which was lower in 2020 than in 2018) and were either similar or higher than national and both peer comparison groups (see Figure 4 on the following page).

When differences were significant, homeowners and residents who earned \$50,000 or more per year were generally more positive about these aspects of quality of life in Eden Prairie than other residents (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 3: ASPECTS OF QUALITY OF LIFE COMPARED BY YEAR**



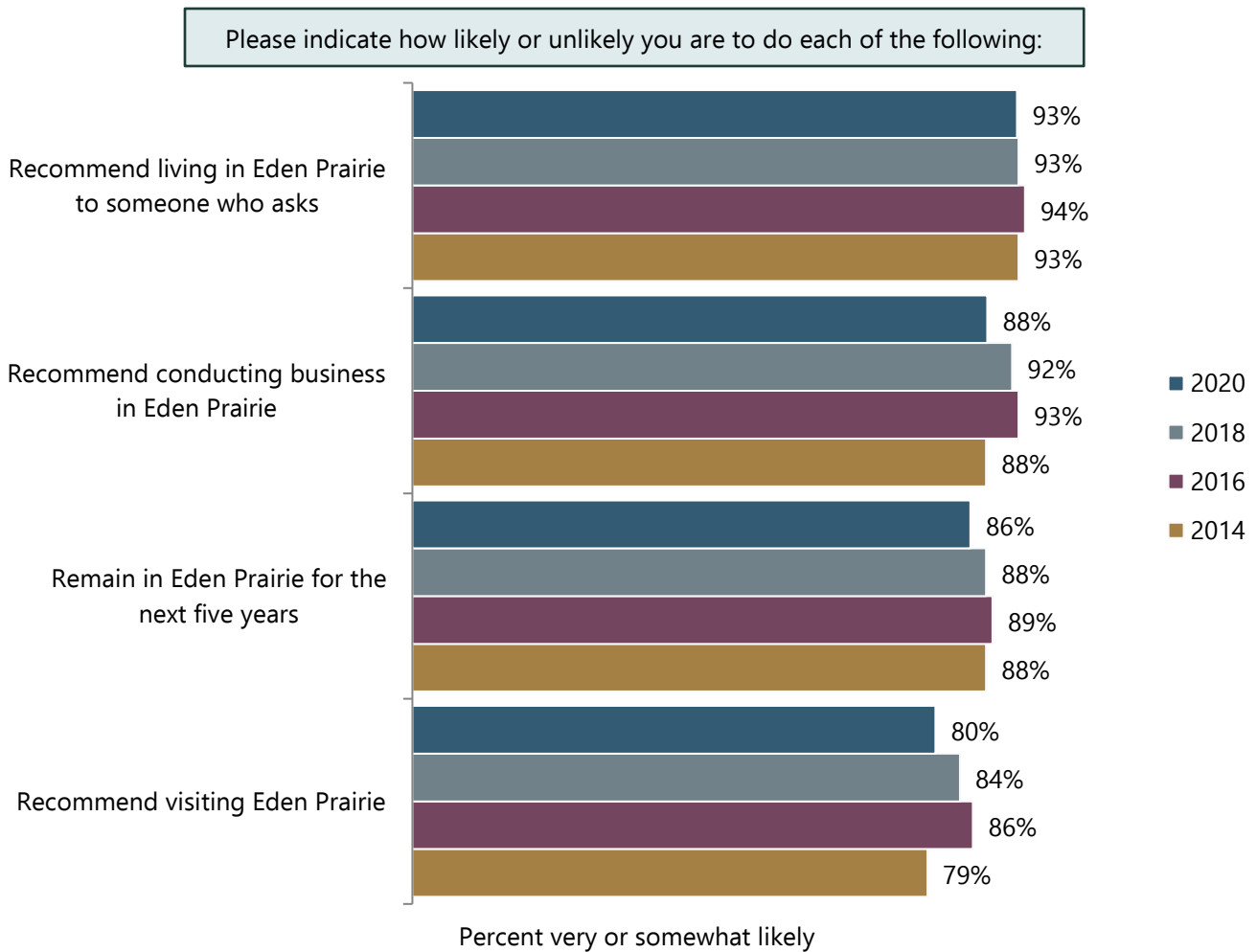
When asked about Eden Prairie as a place to work, 34% of residents said “don’t know” and 28% were unable to provide an opinion about the community as a place to retire. The full set of responses, including “don’t know”, can be found in *Appendix B: Complete Survey Frequencies*.

**FIGURE 4: ASPECTS OF QUALITY OF LIFE BENCHMARKS**

<b>Please rate each of the following aspects of quality of life in Eden Prairie:</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Eden Prairie as a place to live	Higher	Higher	Higher
Your neighborhood as a place to live	Higher	Higher	Higher
Eden Prairie as a place to raise children	Higher	Higher	Higher
Eden Prairie as a place to work	Much higher	Much higher	Higher
Eden Prairie as a place to visit	Similar	Similar	Similar
Eden Prairie as a place to retire	Similar	Similar	Similar
Overall quality of life in Eden Prairie	Higher	Similar	Higher

Residents are loyal to the city, with about 9 in 10 stating they were very or somewhat likely to recommend living in and conducting business in Eden Prairie to someone who might ask, and planned to remain in the community for the next five years. Additionally, close to 8 in 10 community members said they would recommend visiting Eden Prairie. These rates were on par with previous years, and when comparisons were available, these scores were comparable with peers nationwide, in Minnesota and in North Central municipalities. Residents who were age 35 or older, who owned their homes or who earned more than \$50,000 per year tended to give higher ratings for aspects of resident loyalty than their counterparts.

**FIGURE 5: RESIDENTIAL STABILITY COMPARED BY YEAR**



**FIGURE 6: RESIDENTIAL STABILITY BENCHMARKS**

Please indicate how likely or unlikely you are to do each of the following:	National benchmark	Minnesota benchmark	North Central Region with populations over 15,000 benchmark
Recommend living in Eden Prairie to someone who asks	Similar	Similar	Similar
Remain in Eden Prairie for the next five years	Similar	Similar	Similar

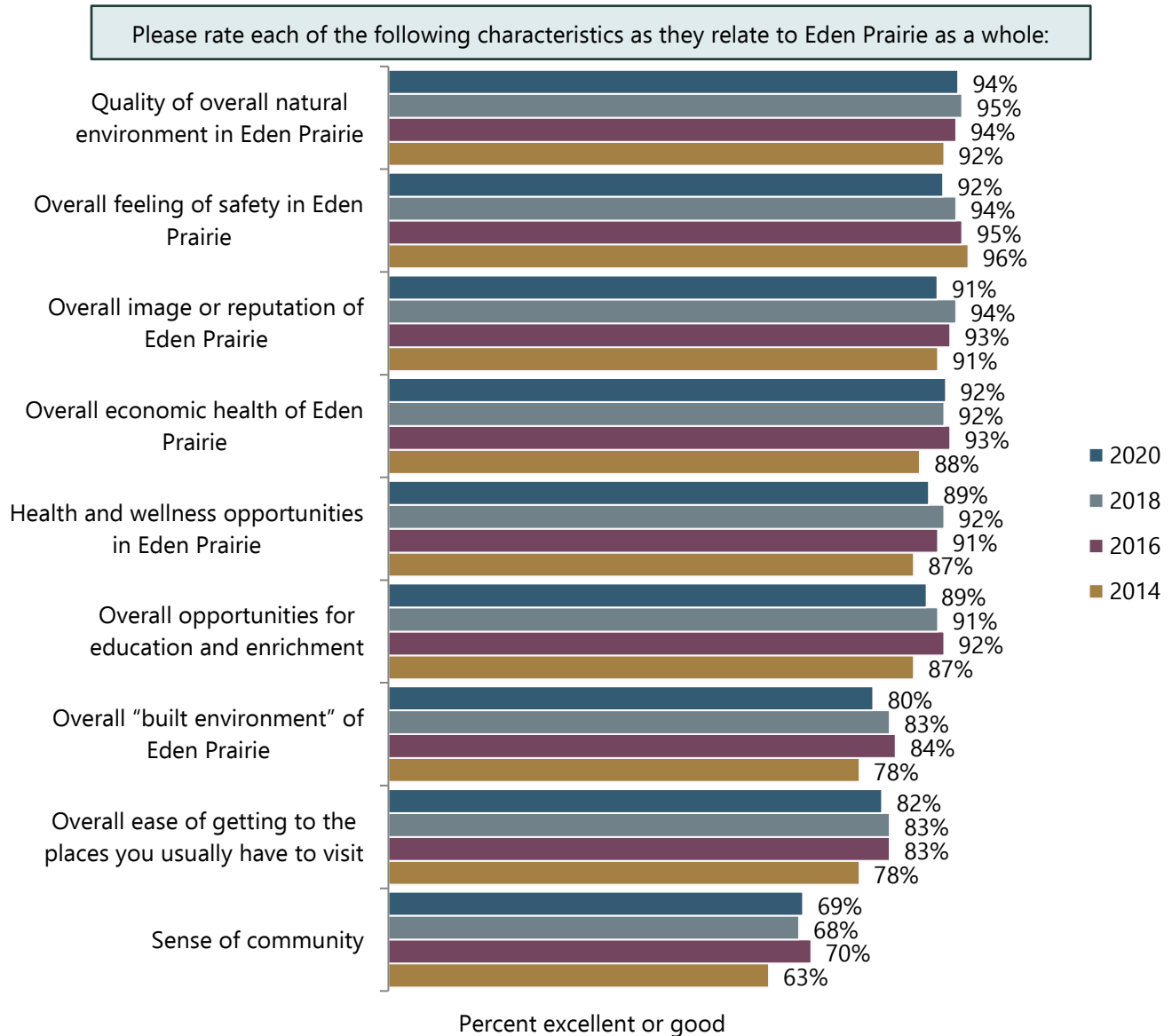


## COMMUNITY CHARACTERISTICS

For characteristics of Eden Prairie that ensure the community is a more desirable place to live, about 9 in 10 residents or more expressed admiration for nearly all aspects, including the overall natural environment, the overall image or reputation of the city, and opportunities for education and enrichment. Regarding the built environment and ease of getting around the community, about 8 in 10 residents awarded high marks; about 7 in 10 were also pleased with the sense of community. All reviews for these characteristics have remained stable over time and almost all were higher than all three sets of benchmark comparisons (see Figure 8).

Comparisons by demographic differences revealed that residents over the age of 34 and community members who had household incomes over \$50,000 more favorably reviewed the overall ease of getting around, overall opportunities for education and enrichment, and sense of community than younger respondents or those who had incomes of less than \$50,000 (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 7: RATINGS OF OVERALL COMMUNITY CHARACTERISTICS COMPARED BY YEAR**



**FIGURE 8: OVERALL COMMUNITY CHARACTERISTICS BENCHMARKS**

<b>Please rate each of the following characteristics as they relate to Eden Prairie as a whole:</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Overall feeling of safety in Eden Prairie	Higher	Higher	Higher
Overall ease of getting to the places you usually have to visit	Higher	Higher	Similar
Quality of overall natural environment in Eden Prairie	Higher	Higher	Higher
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	Higher	Higher	Higher
Health and wellness opportunities in Eden Prairie	Higher	Higher	Higher
Overall opportunities for education and enrichment	Higher	Higher	Higher
Overall economic health of Eden Prairie	Much higher	Much higher	Higher
Sense of community	Similar	Similar	Similar
Overall image or reputation of Eden Prairie	Higher	Higher	Higher

Delving deeper into the livability of the City of Eden Prairie, residents were also asked to evaluate a number of individual characteristics of the community (see Figure 9 on the following page). Reviews for cleanliness, air quality, and the overall appearance of Eden Prairie received top billing, with at least 9 in 10 residents assigning excellent or good scores to each. Respondents were also appreciative of paths and walking trails, fitness and recreational opportunities, and ease of parking with about 9 in 10 also awarding positive ratings. As seen in other desirable communities, affordable quality housing was one of the lowest-rated characteristics; however, about half of community members still felt favorably about this aspect. Similarly, only about half of respondents gave favorable scores to ease of travel by public transportation. Every characteristic was assessed on levels previously seen in 2018 with the exception of traffic flow on major streets, which improved in 2020.

When comparing to benchmark communities, Eden Prairie residents tended to award higher or much higher ratings than those across the nation, in Minnesota, and in the North Central Region with similar populations (see Figure 10).

Broad patterns for differences in response based on geography and demographics were difficult to discern; however, residents who lived in detached housing or who owned their homes tended to give higher scores than their counterparts for many items (for additional comparisons, please see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 9: RATINGS OF INDIVIDUAL COMMUNITY CHARACTERISTICS COMPARED BY YEAR**

<b>Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent excellent or good)</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>	<b>2014</b>
Cleanliness of Eden Prairie	95%	95%	97%	97%
Air quality	94%	96%	97%	95%
Overall appearance of Eden Prairie	93%	95%	96%	96%
Availability of paths and walking trails	92%	93%	92%	92%
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	93%	93%	92%
Ease of public parking	91%	91%	89%	86%
Recreational opportunities	90%	92%	91%	89%
Availability of preventive health services	86%	86%	87%	81%
Ease of travel by car in Eden Prairie	86%	82%	82%	77%
Public places where people want to spend time	85%	87%	88%	88%
Availability of affordable quality food	83%	82%	83%	78%
Availability of affordable quality health care	82%	83%	84%	80%
Ease of walking in Eden Prairie	79%	77%	78%	74%
Traffic flow on major streets	75%	69%	71%	68%
Variety of housing options	74%	75%	76%	74%
Opportunities for residents to provide input into City decision-making	69%	69%	65%	58%
Availability of affordable quality mental health care	68%	70%	75%	66%
Availability of affordable quality housing	47%	51%	56%	55%
Ease of travel by public transportation in Eden Prairie	46%	50%	51%	41%

*Each of the above items were new in 2014 except for recreational opportunities (89% in 2012, 87% in 2010, 88% in 2008 and 87% in 2006). At least 25% of respondents said "don't know" when rating the following characteristics: ease of travel by public transportation in Eden Prairie, availability of affordable quality mental health care and affordable quality housing, and opportunities for residents to provide input into City decision-making. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including "don't know" can be found in Appendix B: Complete Survey Frequencies.*

**FIGURE 10: INDIVIDUAL COMMUNITY CHARACTERISTICS BENCHMARKS**

<b>Please rate each of the following characteristics as they relate to Eden Prairie as a whole:</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Traffic flow on major streets	Higher	Higher	Higher
Ease of public parking	Much higher	Much higher	Much higher
Ease of travel by car in Eden Prairie	Higher	Higher	Similar
Ease of travel by public transportation in Eden Prairie	Higher	Similar	Similar
Ease of walking in Eden Prairie	Higher	Higher	Similar
Availability of paths and walking trails	Much higher	Much higher	Much higher
Air quality	Higher	Higher	Higher
Cleanliness of Eden Prairie	Much higher	Higher	Higher
Overall appearance of Eden Prairie	Much higher	Higher	Higher
Public places where people want to spend time	Higher	Higher	Higher
Variety of housing options	Higher	Higher	Similar
Availability of affordable quality housing	Similar	Similar	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	Much higher	Higher	Higher
Recreational opportunities	Much higher	Higher	Higher
Availability of affordable quality food	Higher	Higher	Higher
Availability of affordable quality health care	Higher	Higher	Similar
Availability of preventive health services	Higher	Higher	Higher
Availability of affordable quality mental health care	Much higher	Higher	Higher
Value of City services considering the property taxes you pay	Higher	Higher	Higher

**NEIGHBORHOOD ISSUES**

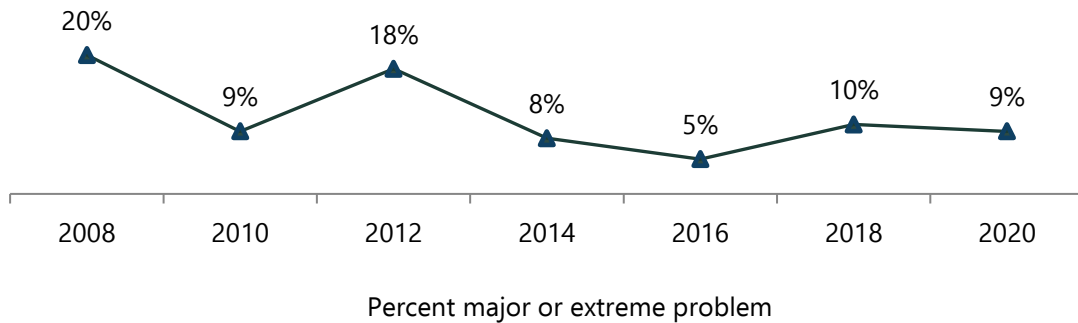
**AIRPORT NOISE**

Overall, residents’ perceptions of how much of a problem airport noise was in their neighborhood has remained stable since 2014, with about 1 in 10 stating they felt the noise from the airport was a major or extreme problem.

Survey participants who lived in the southern half of the city, had lived in Eden Prairie for more than five years, were age 35 or older, had children in the home, lived in detached housing, owned their homes, or earned \$100,000 or more viewed airport noise as more of a problem than their counterparts (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 11: AIRPORT NOISE COMPARED BY YEAR**

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:



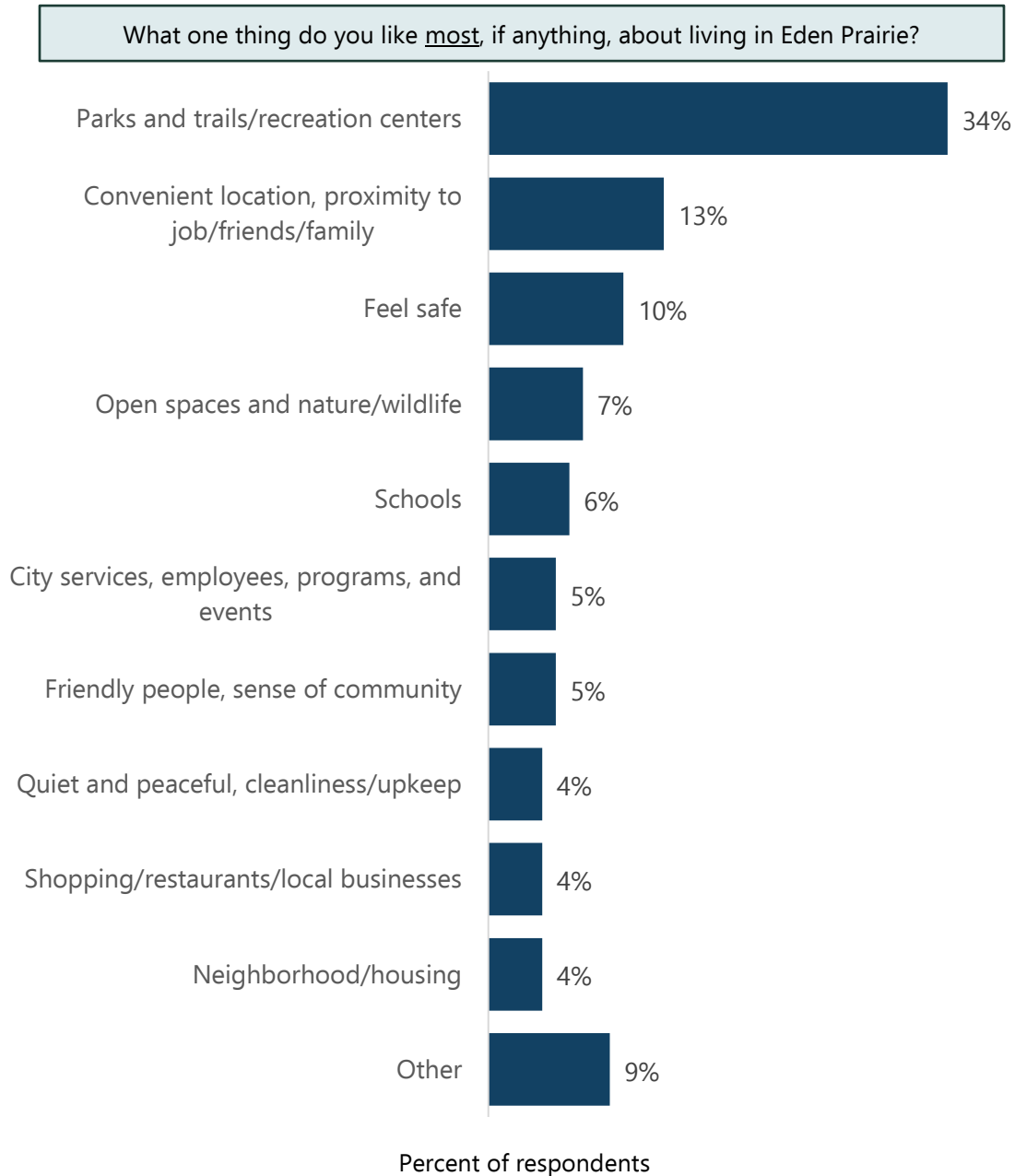
*Prior to 2014, residents were asked to indicate how serious of a problem airport noise was in their neighborhood with a scale of very serious, somewhat serious, not too serious and not at all serious. In 2014, residents were asked to use the scale of extreme problem, major problem, minor problem and not a problem. For data prior to 2014, the scale points of somewhat serious and very serious are compared here to major problem or extreme problem.*



**LIVING IN EDEN PRAIRIE**

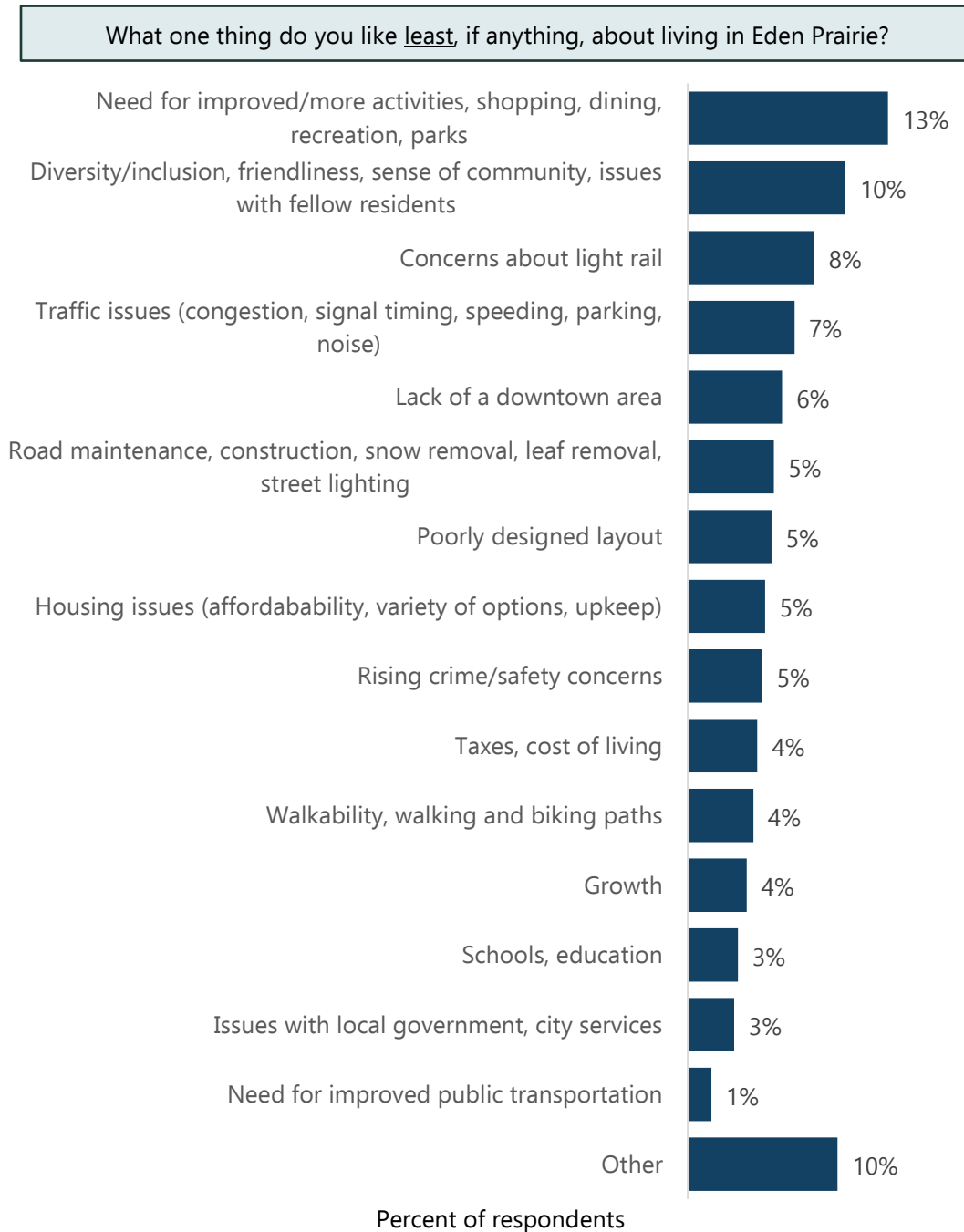
When asked to choose their favorite thing about living in Eden Prairie, 1,175 of the 1,369 respondents provided an answer. Of these, 34% of individuals were pleased with the parks, trails, and recreation centers, in Eden Prairie, while 13% regarded the location of the community and proximity to their job or to loved ones as a perk. About 10% of residents also praised feeling safe in the community. (For a full index of written responses, see *Appendix C: Verbatim Responses to Open-ended Survey Question.*)

**FIGURE 12: LIKE MOST ABOUT LIVING IN EDEN PRAIRIE**



Community members were also asked for their thoughts on what aspects of the community were less than admirable. Of the 1,131 respondents who provided insight, 13% felt there was a need for additional or improved access to activities, shopping, dining, recreation, and parks. One in 10 felt that issues related to diversity/inclusion, friendliness, or sense of community were the biggest issue, and about 8% were concerned about the light rail. Traffic issues were seen as the biggest concern for 7% of residents. (For the full set of written responses, see *Appendix C: Verbatim Responses to Open-ended Survey Question.*)

**FIGURE 13: LIKE LEAST ABOUT LIVING IN EDEN PRAIRIE**



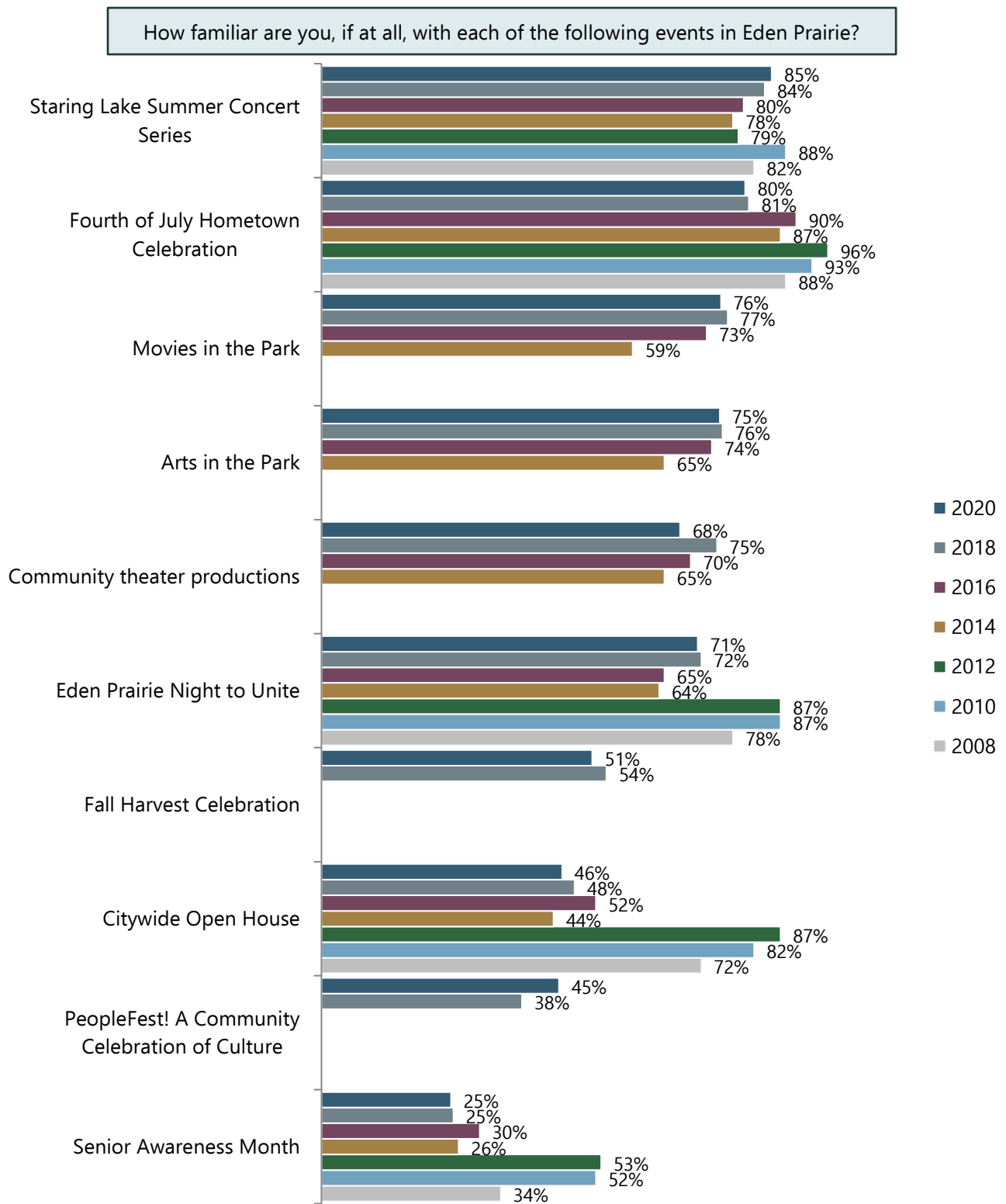
## COMMUNITY ENGAGEMENT

As in previous years, survey participants were asked about their levels of familiarity with and engagement in a number of community activities (see Figure 14 on the following page). Around 8 in 10 residents reported they had participated in and/or were familiar with the Staring Lake Concert Series and the Fourth of July celebration, and around three-quarters were aware or had engaged in activities like Movies in the Park or Arts in the Park.. About 7 in 10 had familiarity with community theater productions and Eden Prairie Night to Unite. About half of community members or less had heard of or attended the Fall Harvest Celebration, Citywide Open House, PeopleFest! or Senior Awareness Month.

Compared to 2018, respondents in 2020 were less likely to have heard of or attended community theater productions; all other rates remained stable since the previous survey iteration. Changes over time are regarded as significant if the difference in ratings between years is five percentage points or greater. (Please see *Appendix F: Survey Methodology* for more information on how to interpret changes over time.)

As in 2018, younger residents (18-34), those who had lived in the community for less than five years, individuals who did not have children, those who lived in attached housing or rented their homes, respondents who made less than \$100,000 annually and survey participants who lived in the northeast area of the city reported lower levels of engagement or awareness for nearly all community activities and events in Eden Prairie than their counterparts (for more detail, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 14: FAMILIARITY WITH EVENTS COMPARED BY YEAR**



Percent I am aware but have not participated or I have participated

*For the first time in 2018, residents were asked to rate their familiarity with the Fall Harvest Celebration and PeopleFest! A Community Celebration of Culture.*

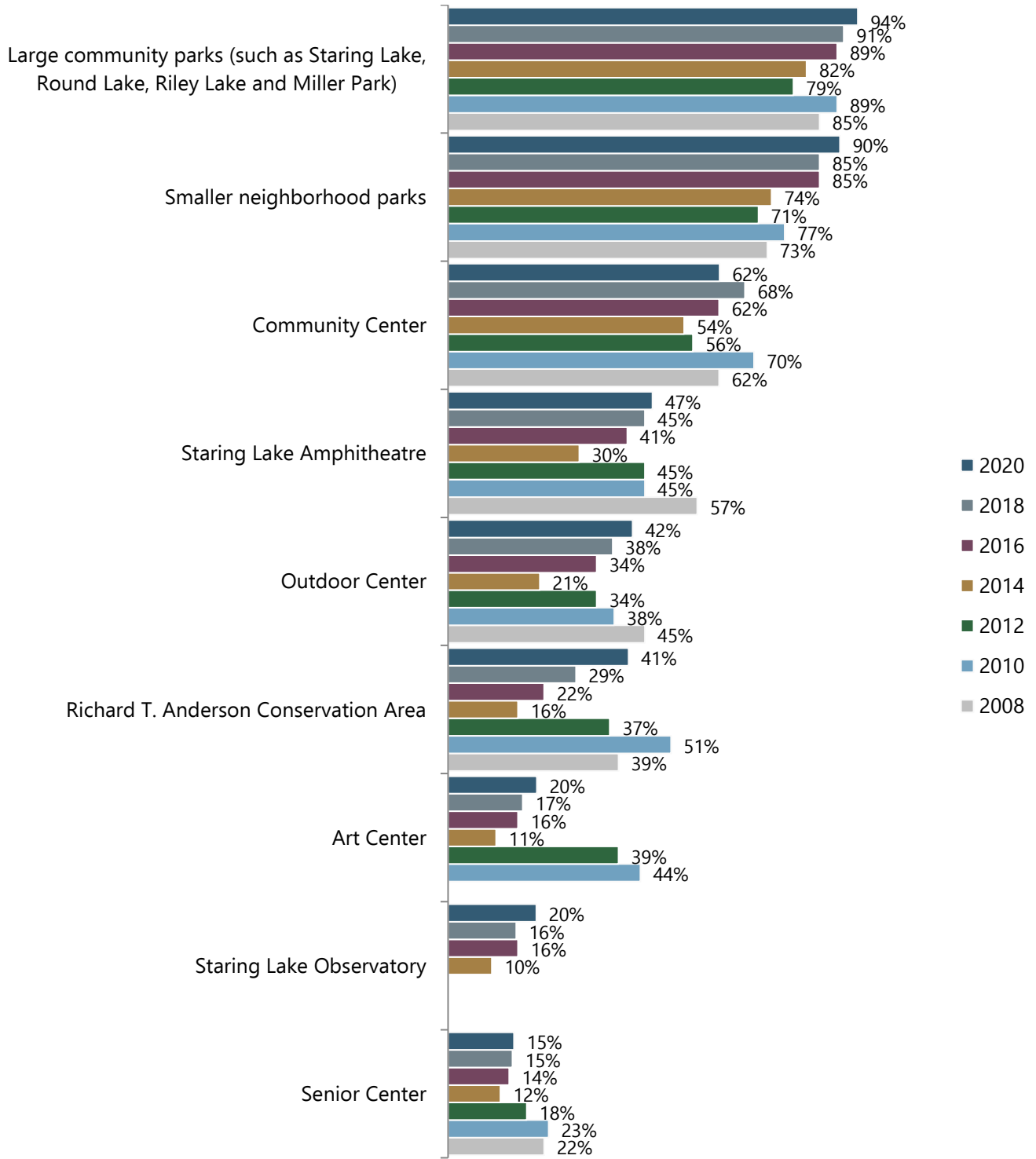
Culture and recreation provide opportunities for residents to participate in their community and enhance their quality of life. In order to gauge residents' use of City amenities related to parks and recreation, survey participants were asked how many times they or other household members had used a number of amenities in the past two years. (In 2020, this time frame was extended from 12 months in light of the COVID-19 pandemic.)

Ninety-four percent of respondents enjoyed recreational opportunities in Eden Prairie and about 9 in 10 had visited smaller neighborhood parks (Figure 15 on the following page). About 6 in 10 residents had utilized the Community Center, while half had used the Staring Lake Amphitheater and 4 in 10 utilized the Outdoor Center or the Richard T. Anderson Conservation Area. About 2 in 10 had used the Art Center, Staring Lake Observatory or the Senior Center. Most rates of use were consistent with previous years; however, residents were more likely to have used smaller neighborhood parks and the Richard T. Anderson Conservation Area in 2020 than in 2018, and less likely to have used the Community Center.

Overall, residents who had children, were age 35-54, lived in detached housing, or were homeowners reported higher rates of utilization for most parks and recreation amenities (For a complete review of differences based on characteristics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 15: USE OF PARKS AND RECREATION AMENITIES COMPARED BY YEAR**

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?



Percent at least once in the last 12 months

*Prior to 2020, the timeframe in the question stem was 12 months instead of two years.*



Not only are residents using the parks and recreation amenities provided to them by the City, they also praised these opportunities across the board: more than 8 in 10 respondents applauded all offerings. Residents' esteem for their parks and recreation opportunities remained undiminished and consistent with prior years except for the rating for smaller neighborhood parks, which increased.

**FIGURE 16: QUALITY OF PARKS AND RECREATION AMENITIES COMPARED BY YEAR**

<b>Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent excellent or good)</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>	<b>2014</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	97%	96%	97%	98%	89%	80%	89%
Smaller neighborhood parks	96%	91%	95%	95%	88%	89%	88%
Staring Lake Amphitheatre	95%	93%	92%	92%	90%	90%	88%
Community Center	94%	93%	93%	91%	88%	87%	88%
Richard T. Anderson Conservation Area	93%	92%	92%	85%	90%	90%	87%
Outdoor Center	93%	90%	89%	89%	90%	90%	88%
Staring Lake Observatory	91%	92%	89%	94%	NA	NA	NA
Art Center	89%	90%	85%	78%	90%	88%	NA
Senior Center	83%	86%	84%	90%	90%	90%	81%

*At least 25% of respondents said "don't know" when rating the following amenities: quality of the Senior Center (82% "don't know"), the Outdoor Center (57%), the Staring Lake Amphitheatre (43%), the Staring Lake Observatory (74%), the Richard T. Anderson Conservation Area (56%), the Art Center (75%) and the Community Center (34%). The responses presented in the body of the report are for those who had an opinion. The full set of responses, including "don't know" can be found in Appendix B: Complete Survey Frequencies.*

## CITY GOVERNMENT

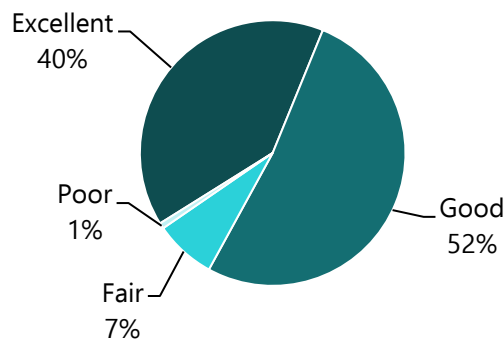
The City of Eden Prairie Quality of Life Survey included several questions aimed at measuring government performance, City services, interactions with City employees and support for the municipal liquor stores.

### QUALITY AND VALUE OF CITY GOVERNMENT SERVICES

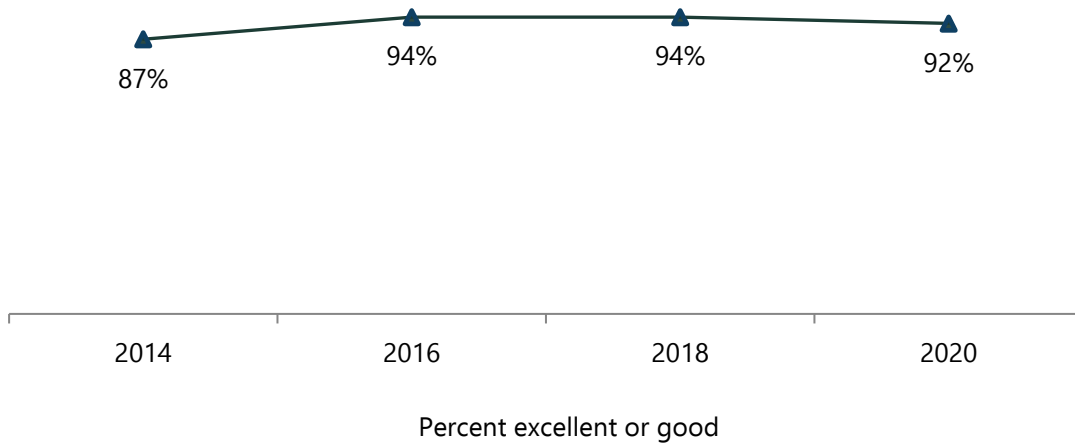
In 2020, about 9 in 10 residents assigned high scores to the overall quality of services provided by the City of Eden Prairie, on par with 2018 and 2016 levels. This measure was higher than national, North Central and Minnesota comparisons (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons).

Survey respondents who were homeowners, those with higher incomes (\$100,000 a year or more), or who lived in the southwest quadrant were more pleased with the overall quality of services compared to other residents. (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 17: OVERALL QUALITY OF CITY SERVICES, 2020**

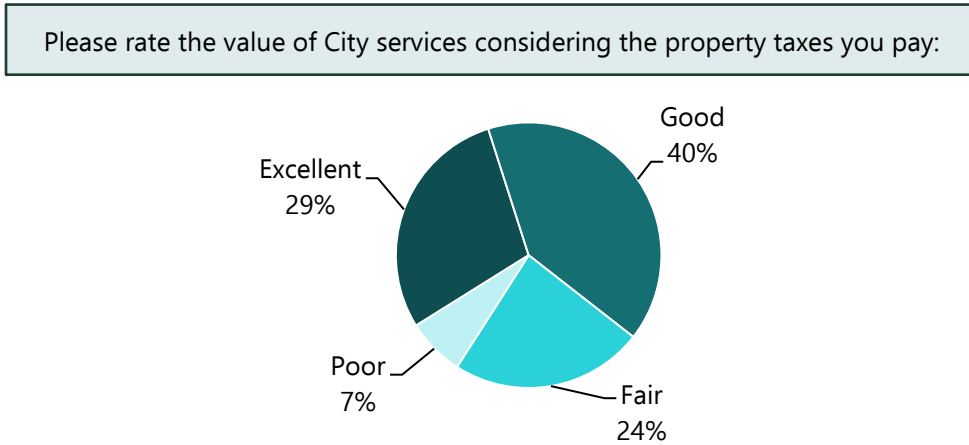


**FIGURE 18: OVERALL QUALITY OF CITY SERVICES COMPARED BY YEAR**

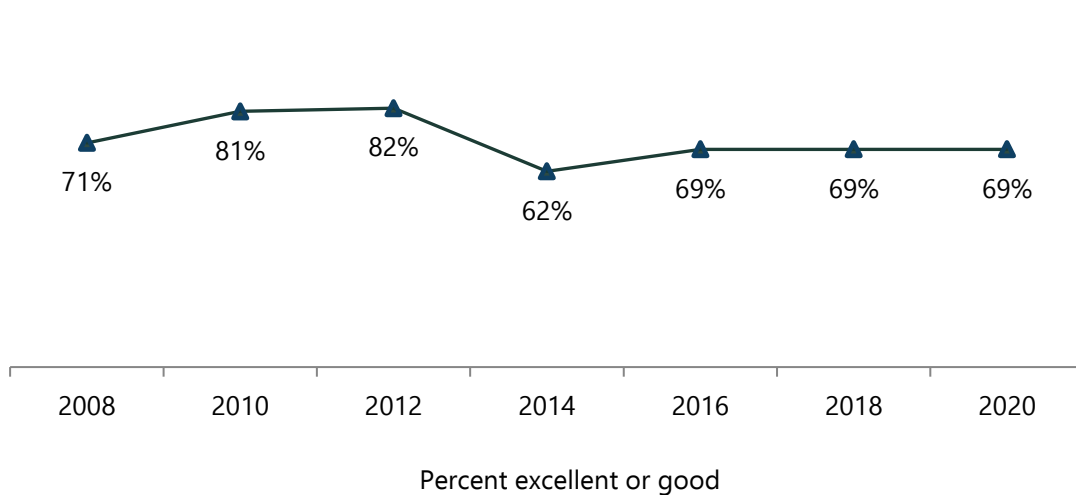


About 7 in 10 community members felt they received excellent or good value for City services considering the property taxes paid. This was consistent with residents' sentiment in 2016 and 2018. Residents' reviews for the value of services outpaced all three sets of comparison communities, and was ranked 3<sup>rd</sup> out of 34 Minnesota communities (see *Appendix E: Detailed Benchmark Comparisons*).

**FIGURE 19: VALUE OF CITY SERVICES, 2020**



**FIGURE 20: VALUE OF CITY SERVICES COMPARED BY YEAR**



Those completing the 2020 survey were asked to assess 33 individual services provided to them by the City of Eden Prairie (see Figure 21 on the following page). Residents commended safety services, such as fire, Hennepin Healthcare EMS, and police, with each assigned excellent or good marks by 9 in 10 or more. Parks and recreation-related services (such as park and trail maintenance, recreation centers and services, and preservation of natural areas) were also lauded by 9 in 10 residents or more. Further, respondents’ scores for all of these services remain consistent with previous years, highlighting strengths of the community. The lowest-rated services, including street repair, sidewalks in neighborhoods, and traffic signal timing, were still appreciated by two-thirds or more.

Where comparisons were available, in comparison to communities across the U.S., other municipalities in Minnesota, and in the North Central Region with similar populations, Eden Prairie services were a step above, achieving higher or much higher scores for many benchmarks. (See Appendix E: Detailed Benchmark Comparisons for more information.)

When differences were significant, renters and residents earning less than \$50,000 tended to provide less positive ratings to various city services, such as availability of paths and walking trails, air quality, cleanliness, and overall appearance of the city, than other residents (see Appendix D: Responses to Selected Survey Questions by Respondent Characteristics for more detail).

**FIGURE 21: QUALITY OF CITY SERVICES COMPARED BY YEAR AND BENCHMARKS**

<b>Please rate the quality of each of the following services in Eden Prairie: (Percent excellent or good)</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>	<b>2014</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Fire services	98%	98%	96%	95%	90%	90%	89%	Similar	Similar	Similar
Fire Department response time	98%	96%	93%	93%	89%	89%	86%	NA	NA	NA
Hennepin Healthcare EMS (ambulance) response time	95%	96%	94%	99%	89%	89%	86%	Similar	Similar	Similar
Park maintenance	95%	95%	97%	94%	89%	89%	89%	Much higher	Much higher	Much higher
Trail maintenance	93%	94%	94%	95%	89%	89%	89%	NA	NA	NA
Police services	92%	94%	94%	93%	88%	87%	87%	Higher	Higher	Higher
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	92%	92%	93%	86%	NA	NA	NA	NA	NA	NA
Recreation centers or facilities	91%	92%	94%	93%	NA	NA	NA	Higher	Higher	Higher

<b>Please rate the quality of each of the following services in Eden Prairie: (Percent excellent or good)</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>	<b>2014</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Recreation services (i.e., recreation programs and classes, etc.)	91%	92%	92%	90%	89%	89%	88%	NA	NA	NA
Preservation of natural areas such as open space, parklands and wetlands	91%	90%	90%	90%	NA	NA	NA	Much higher	Much higher	Much higher
Emergency management (services that prepare the community for natural disasters or other emergency situations)	91%	87%	87%	78%	NA	NA	NA	Higher	Higher	Higher
Water and sewer services	90%	92%	92%	87%	89%	88%	89%	Higher	NA	NA
Senior programs and services	89%	89%	88%	92%	86%	88%	87%	Higher	Higher	Higher
Storm drainage	88%	85%	84%	83%	NA	NA	NA	Higher	Higher	Higher
Crime prevention	87%	90%	92%	93%	NA	NA	NA	Higher	Higher	Higher
City streets as a whole	87%	87%	89%	82%	86%	86%	85%	Higher	Higher	NA
Street sweeping on City streets (excludes 494, 62 and County roads)	87%	87%	88%	82%	89%	89%	87%	Higher	Higher	Higher
Animal control	85%	85%	87%	85%	87%	88%	88%	Higher	Higher	Higher
Building inspections	85%	85%	82%	76%	88%	87%	90%	Higher	Higher	NA
Streets in your neighborhood	85%	85%	87%	83%	88%	86%	85%	NA	NA	NA
City engineering services	85%	83%	85%	81%	88%	88%	88%	NA	NA	NA
Drinking water	84%	83%	84%	82%	81%	80%	80%	Higher	Higher	Similar

<b>Please rate the quality of each of the following services in Eden Prairie: (Percent excellent or good)</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>	<b>2014</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Snow removal on City streets (excludes 494, 62 and County roads)	83%	85%	89%	85%	85%	88%	85%	Higher	Higher	Higher
Utility billing	83%	85%	86%	79%	86%	89%	88%	Similar	Similar	Similar
Asphalt trails in your neighborhood	82%	82%	87%	82%	NA	NA	NA	NA	NA	NA
Economic development	81%	83%	89%	79%	NA	NA	NA	Much higher	Higher	Higher
Housing and community services	81%	81%	82%	81%	87%	87%	87%	NA	NA	NA
Assessing services	80%	80%	79%	68%	87%	88%	87%	NA	NA	NA
City planning services	79%	76%	81%	76%	89%	86%	84%	Much higher	Much higher	Higher
Street lighting	78%	77%	80%	75%	83%	85%	81%	Higher	Higher	Similar
Street repair	75%	79%	79%	74%	NA	NA	NA	Much higher	Much higher	Higher
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	74%	76%	77%	76%	71%	70%	74%	NA	NA	NA
Traffic signal timing	66%	66%	67%	58%	NA	NA	NA	Similar	Similar	Similar

*At least 25% of respondents said “don’t know” when rating the following services: Fire Department response time (54% “don’t know”), Hennepin Healthcare EMS response time (62%), animal control (54%), senior programs and services (66%), City planning services (57%), assessing services (60%), building inspections (57%), City engineering services (62%), housing and community services (61%), economic development (30%) and emergency management (45%). The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in Appendix B: Complete Survey Frequencies.*

## CONTACT WITH CITY DEPARTMENTS

In 2020, about 6 in 10 residents indicated they had contacted a City service department in the 12 months prior to the survey. Of these residents, respondents reported the highest frequency of contact with the Community Center (21%) and the Police Department (22%). Around 1 in 10 respondents stated they had reached out to the general information, recreation, building inspections, utilities and water, and utility billing departments. Very few had contacted housing and community services or communications to discuss an issue. Most departments saw a similar rate of contact in previous years, though Police, the Community Center, and Recreation all saw lower rates in 2020 than in 2018.

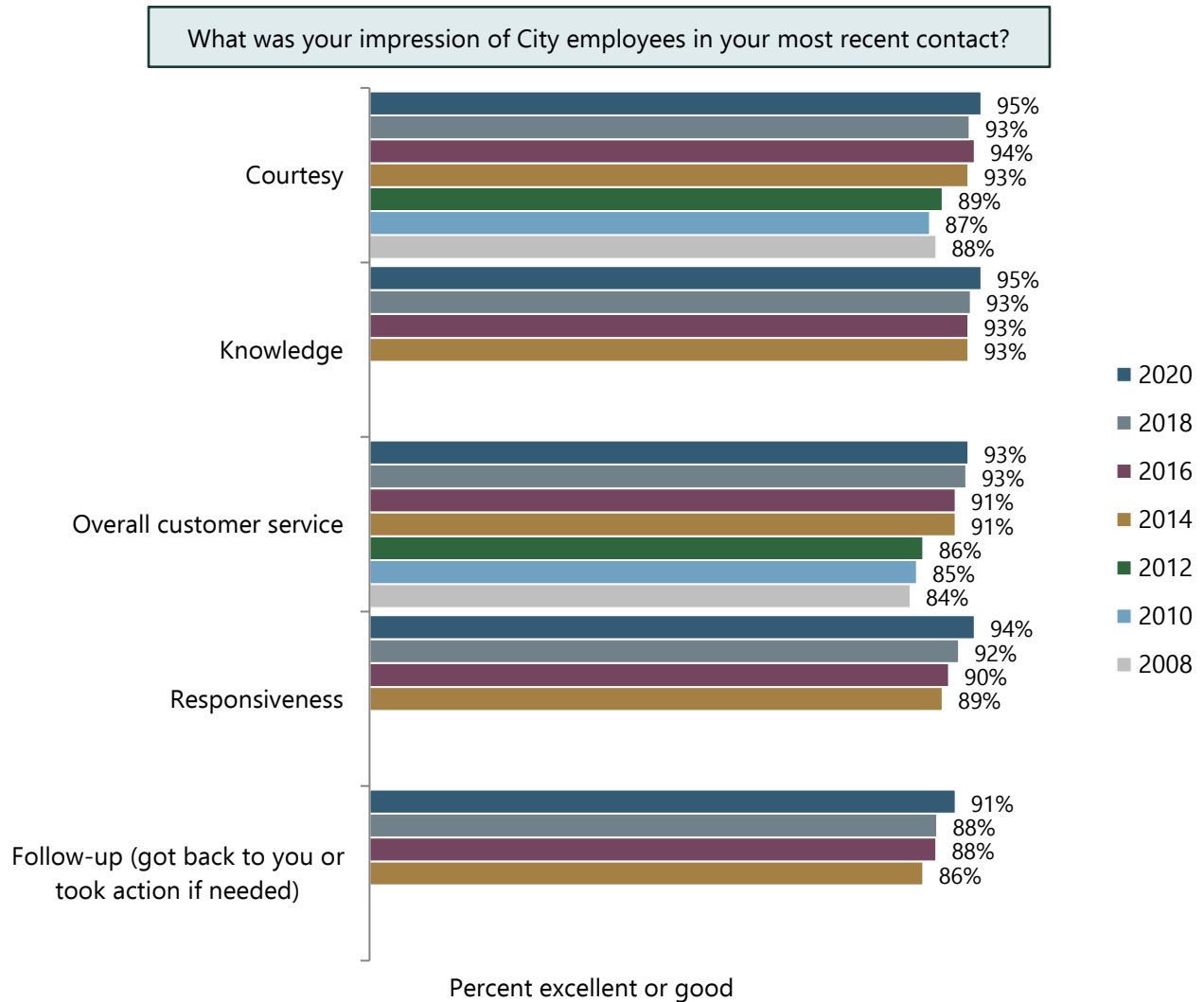
**FIGURE 22: CONTACT WITH CITY DEPARTMENTS COMPARED BY YEAR**

<b>With which of the following departments have you had contact (email, in-person or phone) in the last 12 months? (Percent of respondents)</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>	<b>2014</b>
Police	22%	28%	28%	24%
Community Center	21%	32%	28%	19%
General information	16%	15%	17%	12%
Recreation	14%	19%	15%	14%
Building Inspections	12%	12%	12%	14%
Utilities and Water	12%	12%	12%	15%
Utility Billing	9%	13%	12%	12%
Fire	6%	6%	6%	7%
Other	6%	4%	3%	2%
Street Maintenance	5%	8%	5%	6%
Senior Center	5%	7%	6%	6%
Park Maintenance	5%	5%	7%	4%
City Clerk	5%	5%	6%	3%
Art Center	4%	5%	4%	3%
City Manager	4%	4%	4%	1%
Planning/Economic Development	4%	3%	3%	1%
Outdoor Center	3%	9%	5%	3%
Assessing	3%	4%	6%	4%
Engineering	3%	3%	3%	2%
Environmental Services	3%	3%	2%	4%
Housing and Community Services	2%	3%	2%	2%
Communications	2%	2%	2%	1%
I have not contacted the City	38%	30%	33%	42%

*Total may exceed 100% as respondents could select more than one answer. Similar questions about contact with City departments were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.*

Of the respondents who had contacted a City employee, at least 9 in 10 were pleased with all aspects of the interaction, including the employee’s courtesy, knowledge, responsiveness, follow-up, and overall customer service. All aspects of City employee performance have remained stable over time, though appreciation for the overall customer service provided by City employees has continued to increase since 2008 (the first year this question was asked) and outmatched reviews given by residents elsewhere across the country, region and state. Other aspects of their interaction were similar or higher than benchmark comparisons (see Figure 24).

**FIGURE 23: IMPRESSIONS OF CITY EMPLOYEE(S) COMPARED BY YEAR**



**FIGURE 24: IMPRESSIONS OF CITY EMPLOYEE(S) BENCHMARKS**

What was your impression of City employees in your most recent contact?	National benchmark	Minnesota benchmark	North Central Region with populations over 15,000 benchmark
Knowledge	Similar	Similar	Similar
Courtesy	Similar	Higher	Similar
Responsiveness	Higher	Higher	Similar
Overall customer service	Higher	Higher	Higher



**SAFETY**

In order to participate in and contribute to their community, residents must have a sense of personal safety in their environment, as well as confidence in the quality of government services provided to keep the community safe.

**FEELINGS OF SAFETY AND PROBLEMS**

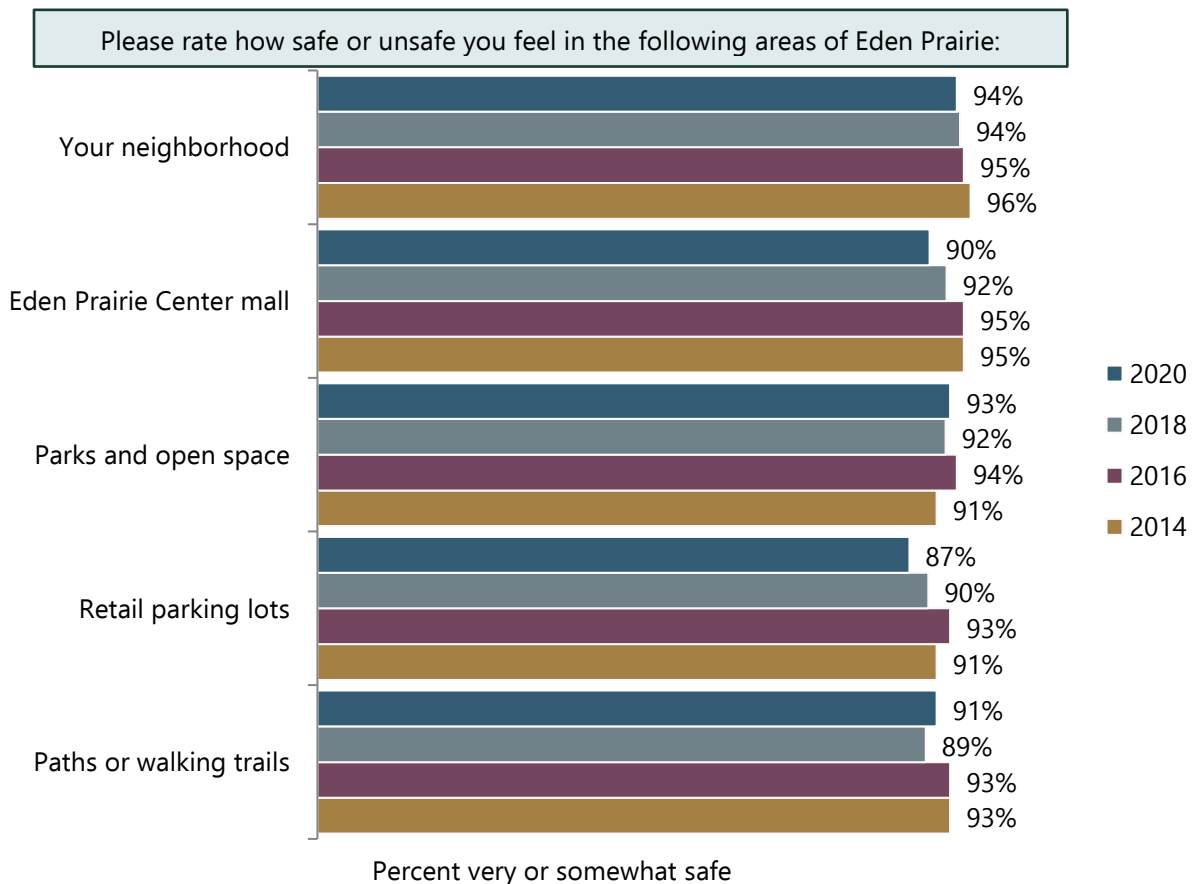
Almost all respondents felt at least good about the overall feeling of safety in the Eden Prairie community, which was on par with ratings given since 2014. This level was higher than national, Minnesota, and North Central Region comparisons (see page 12 for more detail).

Respondents also provided their perceptions of safety in and around the community. About 9 in 10 participants reported they felt secure in all areas of the city, including the Eden Prairie mall, retail parking lots, and paths and walking trails. Moreover, respondents’ feelings of safety have remained stable since 2014.

Compared to their peers, Eden Prairie residents awarded similar assessments to their feelings of safety in their neighborhoods and in the City’s parks and open space compared to national, state, and regional averages (see Figure 26 on the following page).

Women, younger residents and renters felt less safe than their counterparts, in spaces such as paths or walking trails, their neighborhoods, and retail parking lots (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 25: FEELINGS OF SAFETY COMPARED BY YEAR**



**FIGURE 26: FEELINGS OF SAFETY BENCHMARKS**

<b>Please rate how safe or unsafe you feel in the following areas of Eden Prairie:</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Your neighborhood	Similar	Similar	Similar
Parks and open space	Similar	Similar	Similar

Eden Prairie survey participants were asked to convey their perceptions of potential problems or issues in the community. About 3 in 10 residents indicated that traffic was a moderate, major or extreme problem, while one-quarter felt the same about vandalism and property crimes, and drugs. Very few respondents perceived violent crime as at least a moderate problem.

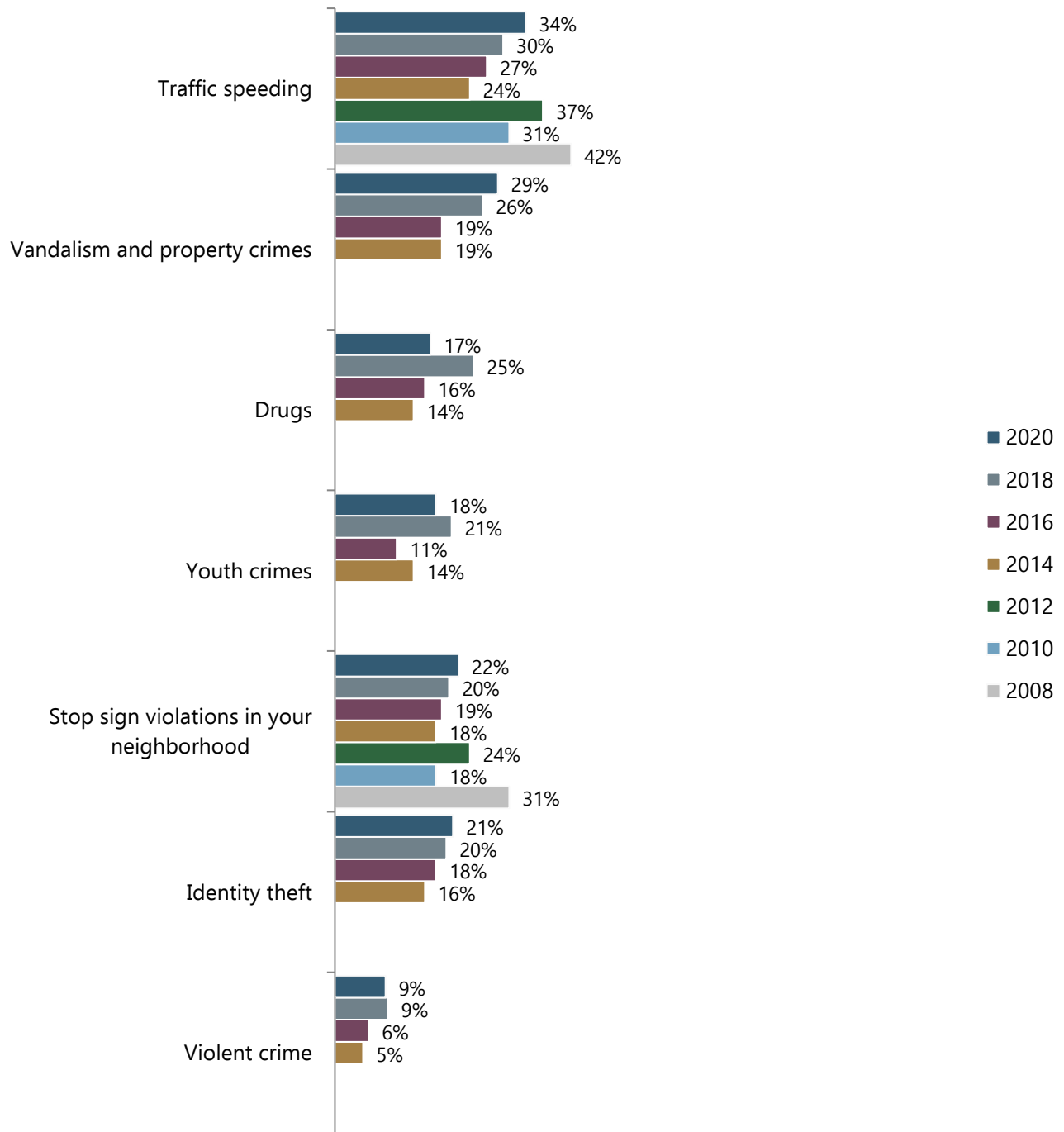
Most 2020 ratings for potential problems in Eden Prairie were on par with impressions in previous iterations of the survey; however, more residents felt that drugs and youth crimes were more of an issue than in prior years.

Survey participants who were over the age of 54 and long term residents (more than 20 years in Eden Prairie), generally viewed most of these issues as more of a problem than younger (18-34) or shorter term community members (less than five years in the city). Respondents from the southwest quadrants felt that youth crimes, vandalism and property crimes, and identity theft were issues in the community than those who lived in northern areas of Eden Prairie. (For additional differences, please see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*.)

About 38% of respondents said “don’t know” when asked about identity theft as a potential problem in the community. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

**FIGURE 27: PROBLEMS IN COMMUNITY COMPARED BY YEAR**

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie:



Percent moderate, major or extreme problem

*Prior to 2014, residents were asked to rate these various problems with a scale of very serious, somewhat serious, not too serious and not at all serious. For data prior to 2014, the scale points of somewhat serious and very serious are compared here to moderate, major or extreme problem.*

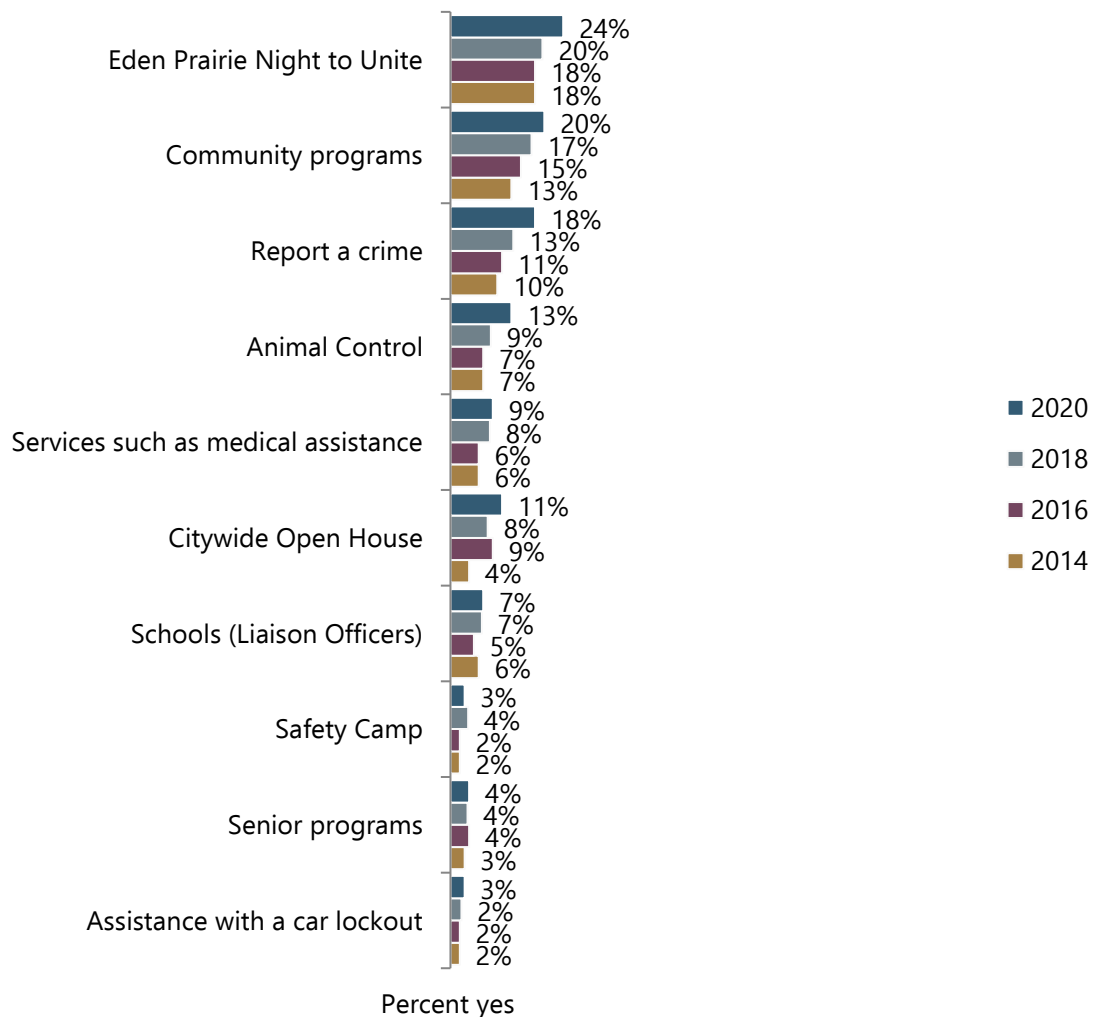
## POLICE DEPARTMENT AND FIRE DEPARTMENT

Residents count on a community’s police department to ensure their safety and help in a variety of ways. Eden Prairie survey participants were most likely to have contact with the Police Department during Eden Prairie Night to Unite (24%), through community programs (20%) or to report a crime (18%). About 1 in 10 individuals had reached out to enlist the services of animal control, for services such as medical assistance, or at the Citywide Open House, while slightly fewer interacted with officers in a different capacity, such as through schools. All residents’ rates of contact were comparable to past years except for reporting a crime, which increased from 2018 to 2020.

Respondents who had lived in Eden Prairie for 6-20 years, who were age 35-54, or who had children at home were more likely than others to have had contact with the Eden Prairie Police Department through schools, Safety Camp, or the Citywide Open House. Residents living in the Southeast quadrant were more likely to have needed assistance with a car lockout than those living in other quadrants (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 28: CONTACT WITH POLICE DEPARTMENT COMPARED BY YEAR**

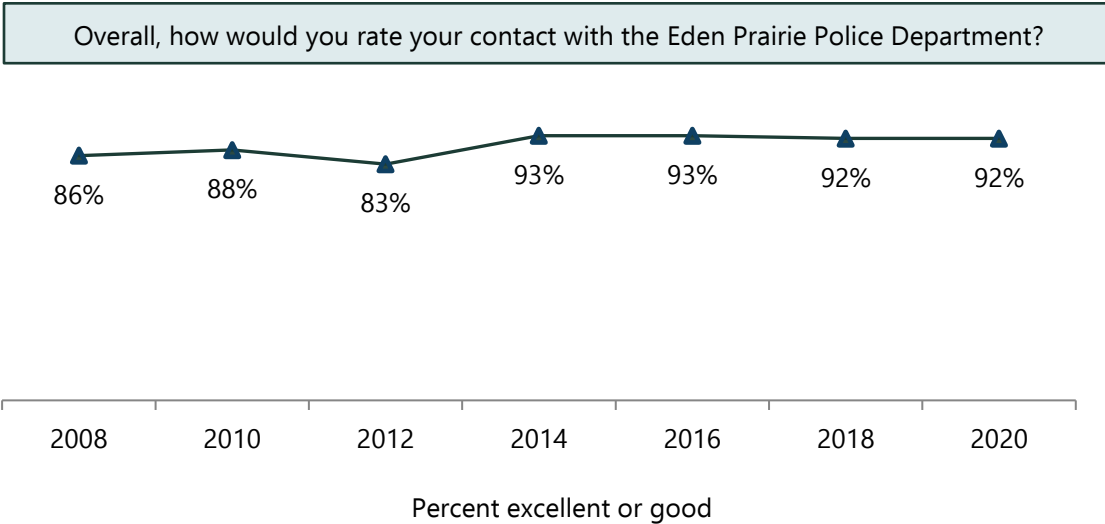
Have you had contact with the Eden Prairie Police Department within the last 12 months through any of the following?



In these interactions, residents were impressed with their interactions with the Eden Prairie Police Department, with 9 in 10 praising their police, maintaining levels seen in the past.

About 28% of respondents said “don’t know” when asked to give their impressions of the contact with the Police Department. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

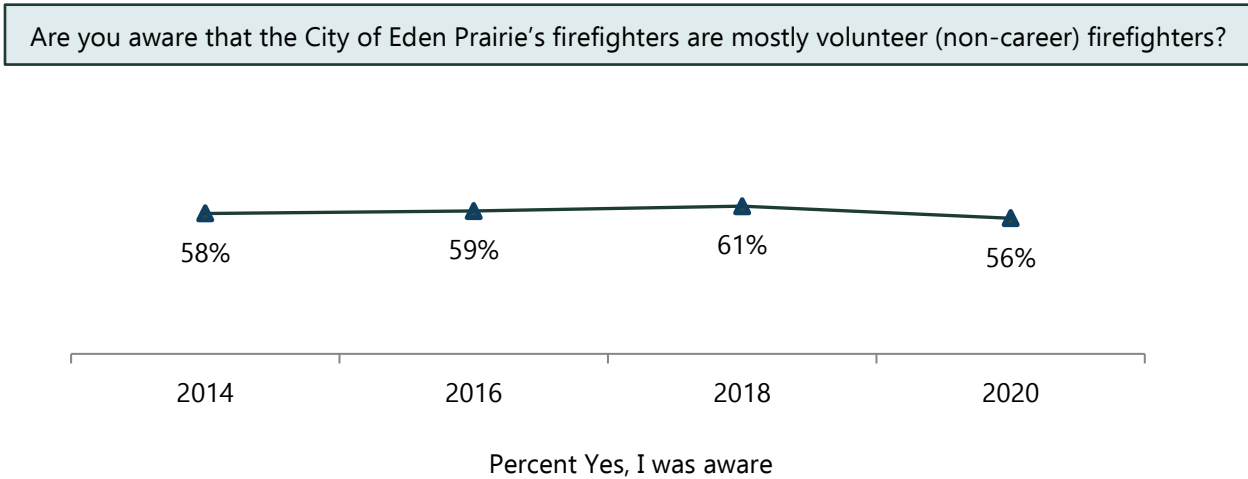
**FIGURE 29: QUALITY OF CONTACT WITH POLICE DEPARTMENT COMPARED BY YEAR**



**FIREFIGHTER STATUS**

Fifty-six percent of survey participants revealed they were aware that the City firefighters were made up of volunteers, which was a slightly lower proportion than in 2018.

**FIGURE 30: AWARENESS OF FIREFIGHTER VOLUNTEER STATUS COMPARED BY YEAR**



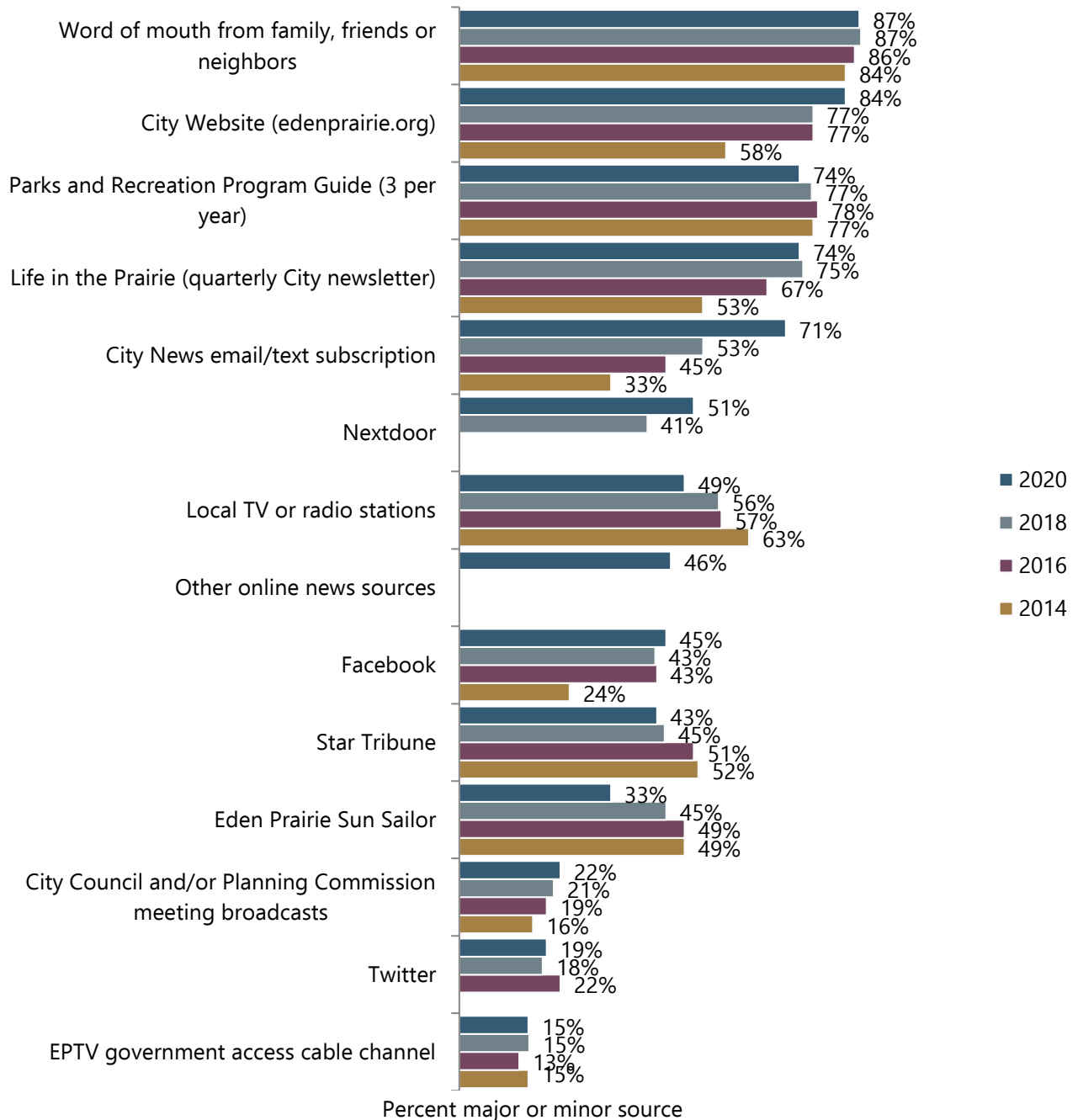
## INFORMATION SOURCES

As in previous years, word of mouth remained the most frequently used source of information about City government and its activities (87% major or minor source). Residents also indicated they relied heavily on the City's website (84%), the Parks and Recreation Program Guide (74%), and the Life in the Prairie newsletter (74%). Less than one-quarter of community members reported utilizing City Council or Planning Commission meeting broadcasts, Twitter or the local government access channel. Respondents' reliance on these sources tended to be similar to levels reported in previous years; however, use of the City website, the City News email/text subscription, and Nextdoor increased significantly since 2018, while fewer residents reported relying on the Eden Prairie Sun Sailor (formerly the Sun Current) or local TV or radio stations (see Figure 31 on the following page).

Respondents who were ages 55 and older, did not have children in the home, or earned less than \$100,000 per year were less likely than their counterparts to utilize online-based information sources such as the City website, Facebook, and Twitter, while residents who lived in the Northeast quadrant were less likely than others to use the City website and the City News email/text subscription. (For more differences, please refer to *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 31: INFORMATION SOURCE PREFERENCE COMPARED BY YEAR**

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:



Percent major or minor source

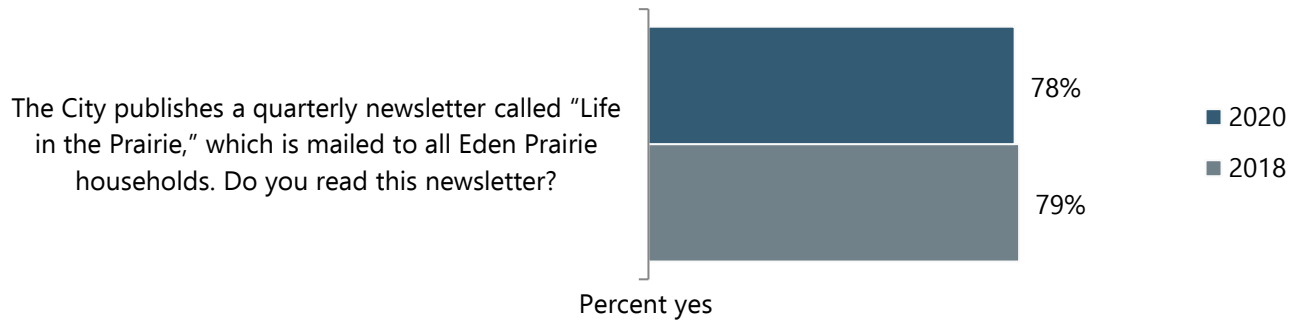
*Prior to 2020, City News email/text subscription was CITY NEWS email/text subscription and Eden Prairie Sun Sailor was Eden Prairie Sun Current. Other online news sources was new in 2020. Prior to 2016, "Life in the Prairie (quarterly City newsletter)" was "Life in the Prairie (bi-monthly City newsletter)," "Facebook" was "City Facebook page," and "City Council and/or Planning Commission meeting broadcasts" was "telecasts."*



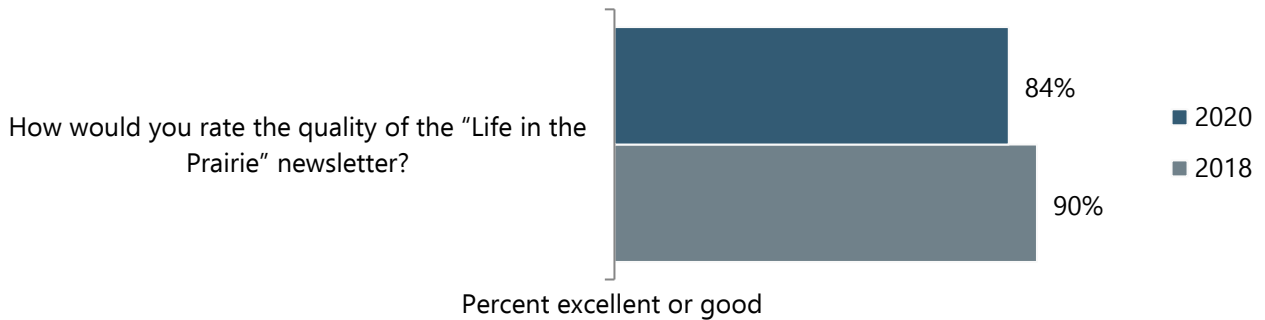
Seventy-eight percent of Eden Prairie residents reported they read the Life in the Prairie newsletter, mailed quarterly to all households. Of these respondents, 84% gave excellent or good reviews to the newsletter. This level of readership was slightly lower than observed in 2018.

All residents were equally as likely to read the newsletter and to rate its quality positively based on their place of residency and demographic characteristics except for those who had children in the household; these residents gave slightly lower ratings to the newsletter’s quality. (See *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 32: QUARTERLY NEWSLETTER READERSHIP BY YEAR**



**FIGURE 33: RATINGS FOR QUARTERLY NEWSLETTER BY YEAR**

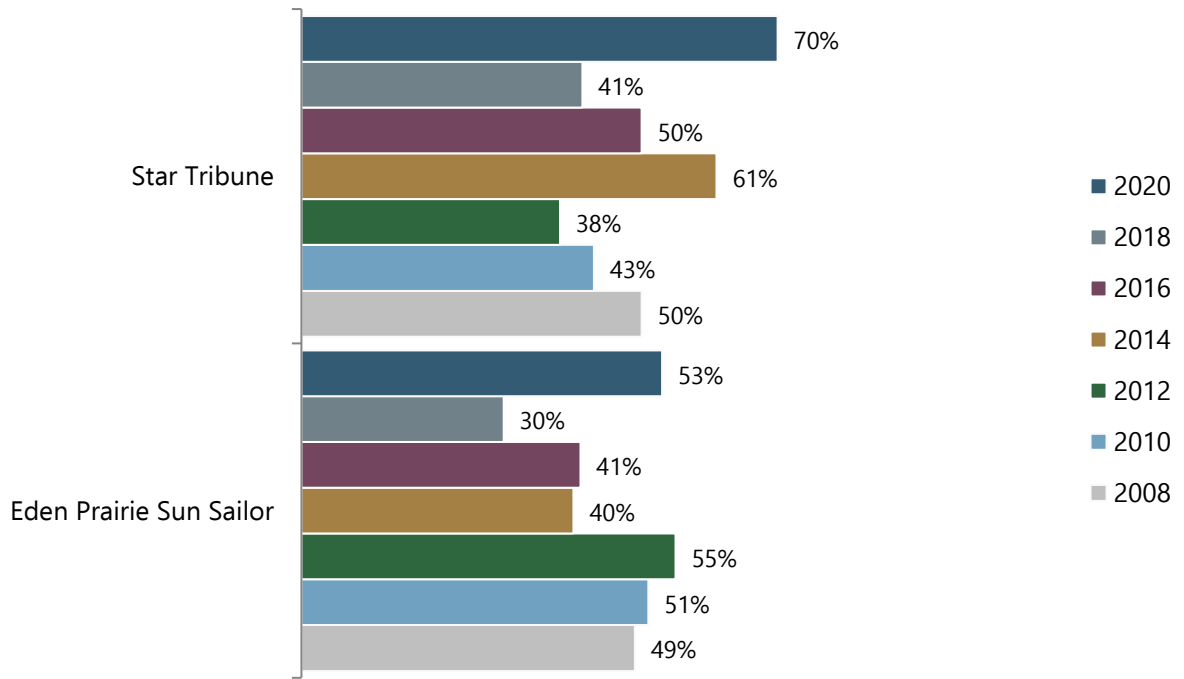


*These questions were new on the 2018 survey.*

Perhaps as a result of the coronavirus crisis and quarantine restrictions, Eden Prairie residents' commitment to newspaper subscriptions increased dramatically in 2020. About 7 in 10 residents stated they receive the *Star Tribune* at home (compared to 41% in 2018) and half receive the *Eden Prairie Sun Sailor*, up from 30%.

**FIGURE 34: NEWSPAPER SUBSCRIPTIONS COMPARED BY YEAR**

Which, if any, of the following newspapers do you receive at your home:



Percent of respondents

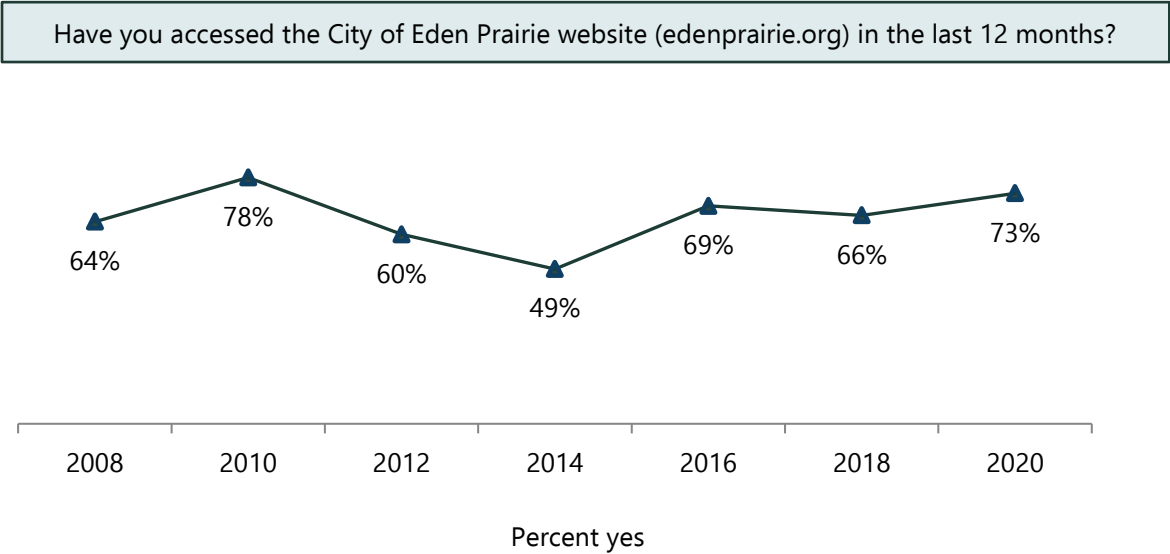
*Total may exceed 100% as respondents could select more than one answer. Prior to 2020, Eden Prairie Sun Sailor was Eden Prairie Sun Current.*

### CITY WEBSITE

Use of the City website has varied over the years and in 2020, about three-quarters of community members had accessed the website in the last 12 months prior to the survey, which was an increase since 2018.

Residents under 55, those who had lived in the community 6- 20 years, those who had children at home, those who lived in detached housing, and respondents who made more than \$100,000 annually were more likely to have visited the City website (for a complete set of comparisons based on resident characteristics, please see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

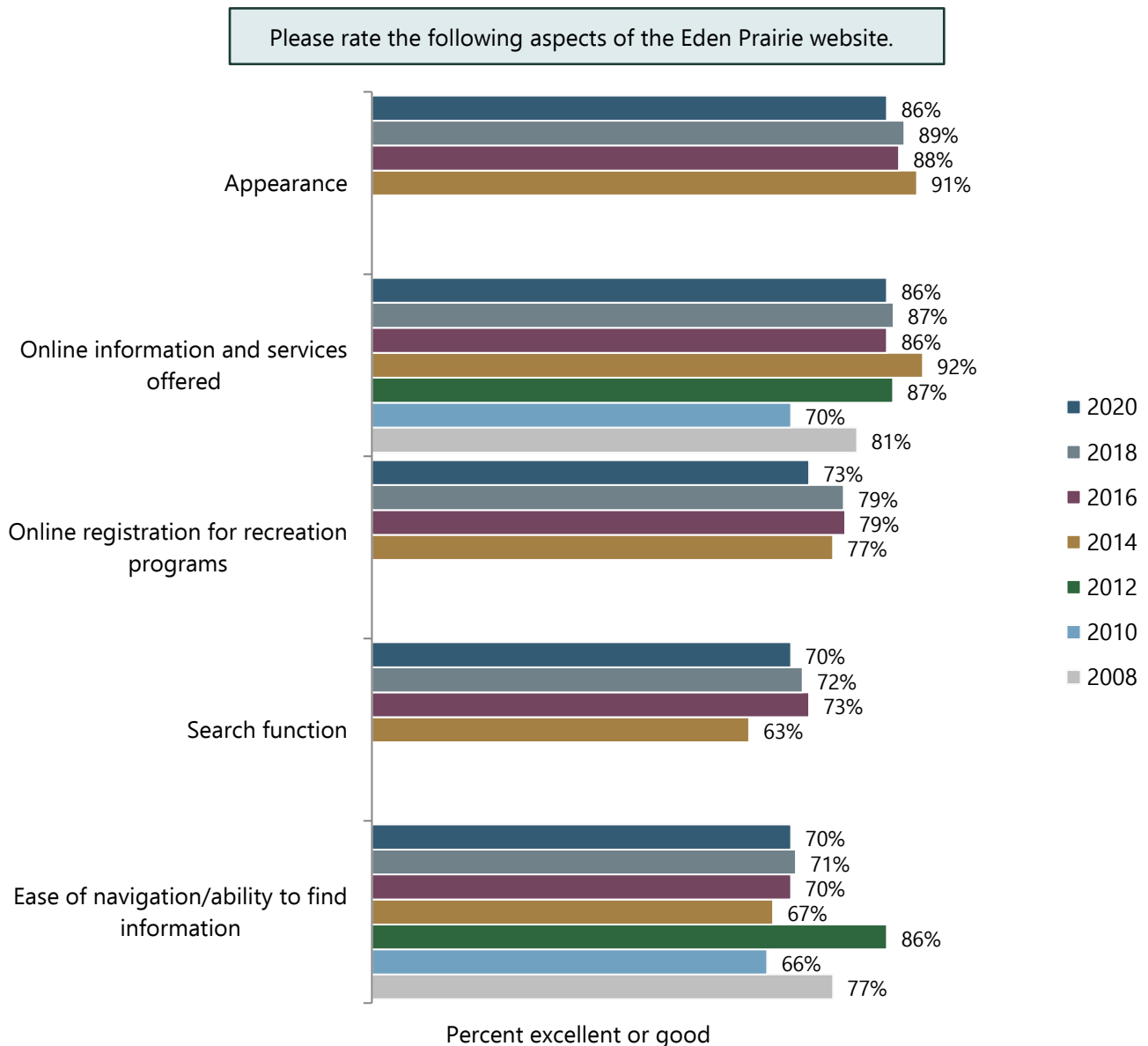
**FIGURE 35: VISITED CITY WEBSITE COMPARED BY YEAR**



Residents who had used the website were also asked to evaluate performance measures. At least 8 in 10 participants lauded the appearance of and online information and services offered by the Eden Prairie website and 7 in 10 were pleased with the online registration for recreation programs, search functionality and ease of navigation. Residents’ scores for the website were stable over time and were similar to national and Minnesota averages (comparisons to similarly sized communities in the North Central Region were unavailable).

Community members under the age of 55 or who earned less than \$50,000 annually were less likely to positively score the aspects of the City website, including the appearance, ease of navigation and online information and services offered than other residents (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 36: ASPECTS OF CITY WEBSITE COMPARED BY YEAR**



About 40% of respondents said “don’t know” when rating the quality of online registration for recreation programs (see the *Appendix B: Complete Survey Frequencies*).

**FIGURE 37: ASPECTS OF WEBSITE BENCHMARKS**

<b>Please rate how safe or unsafe you feel in the following areas of Eden Prairie:</b>	<b>National benchmark</b>	<b>Minnesota benchmark</b>	<b>North Central Region with populations over 15,000 benchmark</b>
Appearance	Similar	Similar	NA
Online information and services offered	Similar	Similar	NA
Ease of navigation/ability to find information	Similar	Similar	NA
Search function	Similar	Similar	NA

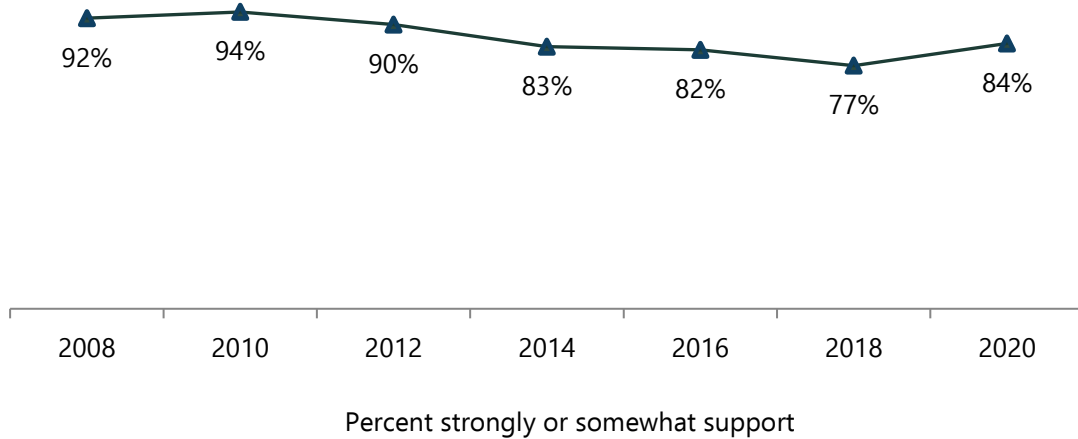
## MUNICIPAL LIQUOR STORES

A vast majority of survey participants are supportive of the City continuing to operate three municipal liquor stores for the purpose of funding capital and public improvement projects. Levels of support for the City-operated liquor stores increased from 2018 to 2020.

Shorter term residents, those aged 18-34, women, respondents with children at home, renters and residents who lived in attached housing were more supportive of municipal owned liquor stores than their counterparts (for more detail, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 38: LEVEL OF SUPPORT FOR MUNICIPAL OWNED LIQUOR STORES COMPARED BY YEAR**

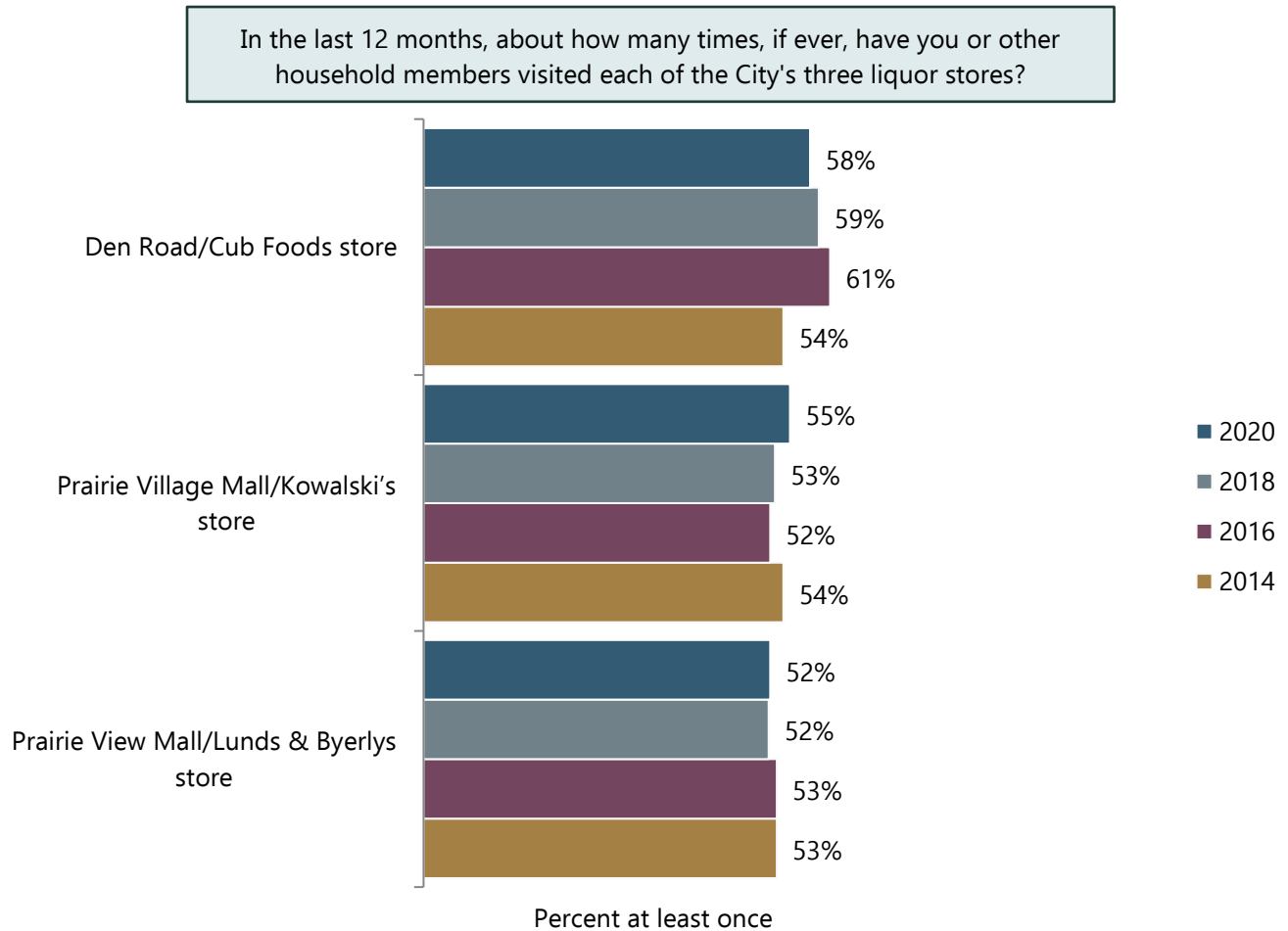
The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$800,000 to capital and public improvement projects in Eden Prairie related to trails, parks, and playgrounds. To what extent do you support the City continuing to operate its municipal liquor stores?



*Prior to 2016, this question was worded "The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$1 million to capital and public improvement efforts in Eden Prairie. To what extent do you support the City continuing to operate its municipal liquor stores?" Prior to 2014, this question was asked on a scale of favor or oppose. In 2014, residents were asked to use the scale of strongly support, somewhat support, somewhat oppose and strongly oppose. For data prior to 2014, the scale point of favor is compared here to strongly or somewhat support.*

More than half of Eden Prairie community members have visited one of the three stores at least once in the year prior to the survey, maintaining visitation rates reported in previous years.

**FIGURE 39: FREQUENCY OF VISITING MUNICIPAL LIQUOR STORES COMPARED BY YEAR**

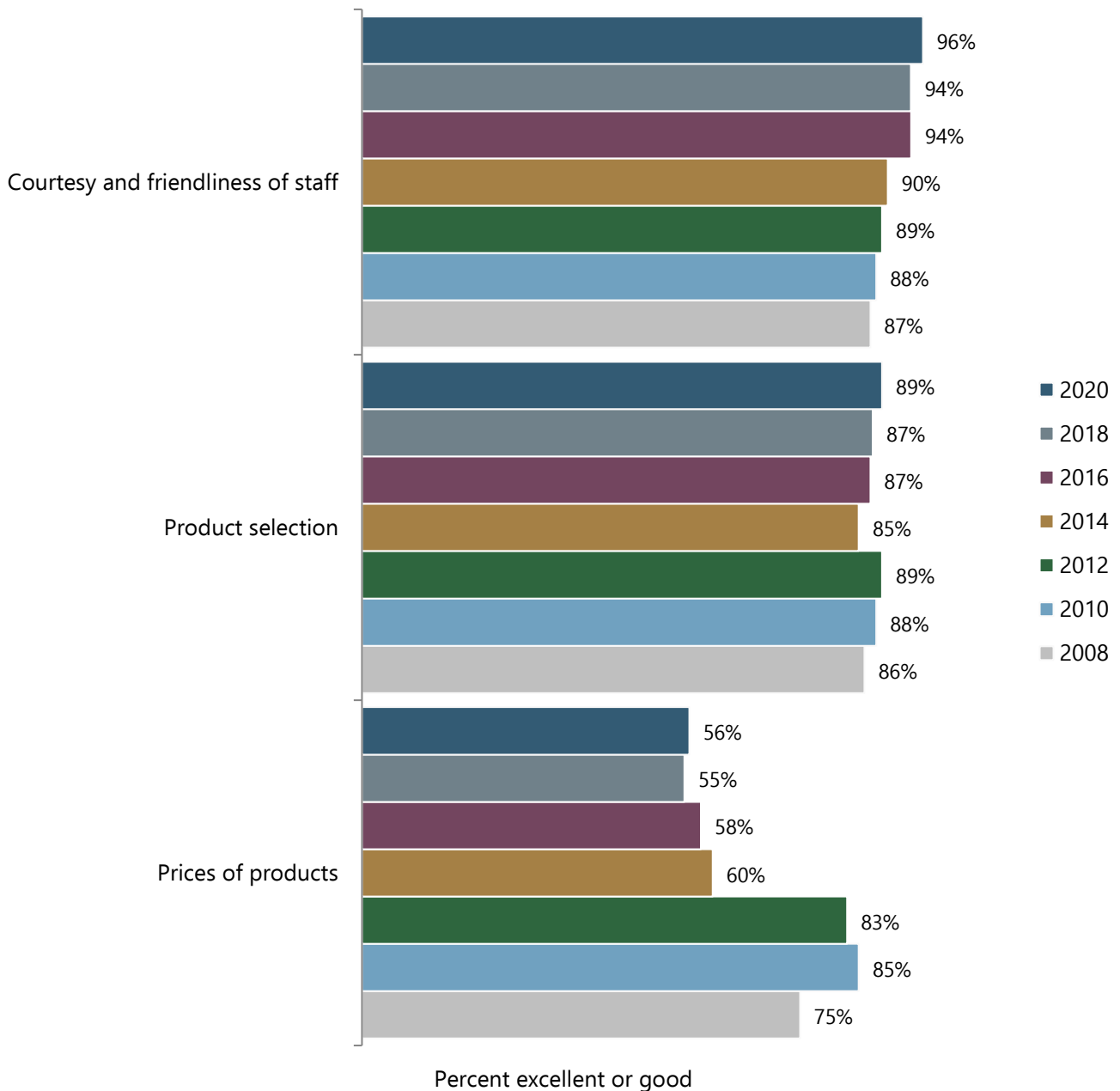


*On the 2012 survey and prior, respondents were asked if they had visited any of these stores during the past 12 months and then asked which store they generally shop at. Due to the differences in the way the question was asked prior to 2014, comparisons over time have not been made.*

Residents were also pleased with several aspects of the municipal liquor stores. Around 9 in 10 participants applauded the courtesy and friendliness of staff and the product selection available to them. Additionally, about half of respondents rated the prices of the products as excellent or good. Residents’ opinions of the performance of these stores has been consistent with sentiment in past years.

**FIGURE 40: ASPECTS OF MUNICIPAL LIQUOR STORES COMPARED BY YEAR COMPARED BY YEAR**

If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following:



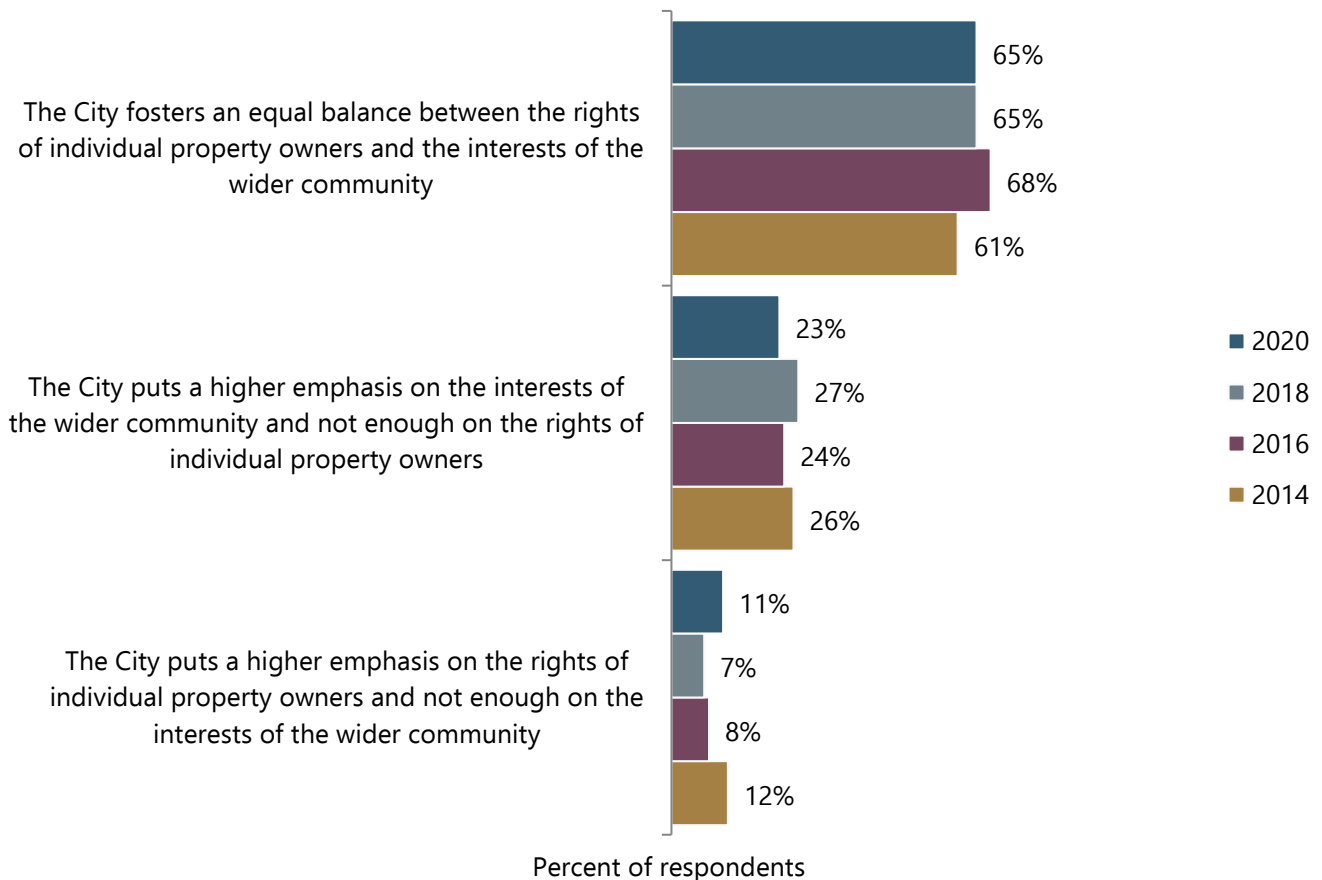


**PROPERTY DEVELOPMENT MANAGEMENT**

City leadership sought to understand more about survey respondents’ points of view regarding the relationship between the rights of individual property owners and the interests of the wider community regarding property development and the City’s efforts to create a balance. About 65% of residents felt the City was fostering an equal balance between the two stakeholder groups, while 23% thought the City puts a higher emphasis on the wider community, rather than property owners. Fewer (11%) community members felt that property owners’ interests were favored in relation to the overall populace. These opinions were on par with 2018 and 2016 levels.

**FIGURE 41: BALANCE OF RIGHTS OF PROPERTY OWNERS AND THE WIDER COMMUNITY COMPARED BY YEAR**

Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City’s efforts to create a balance.



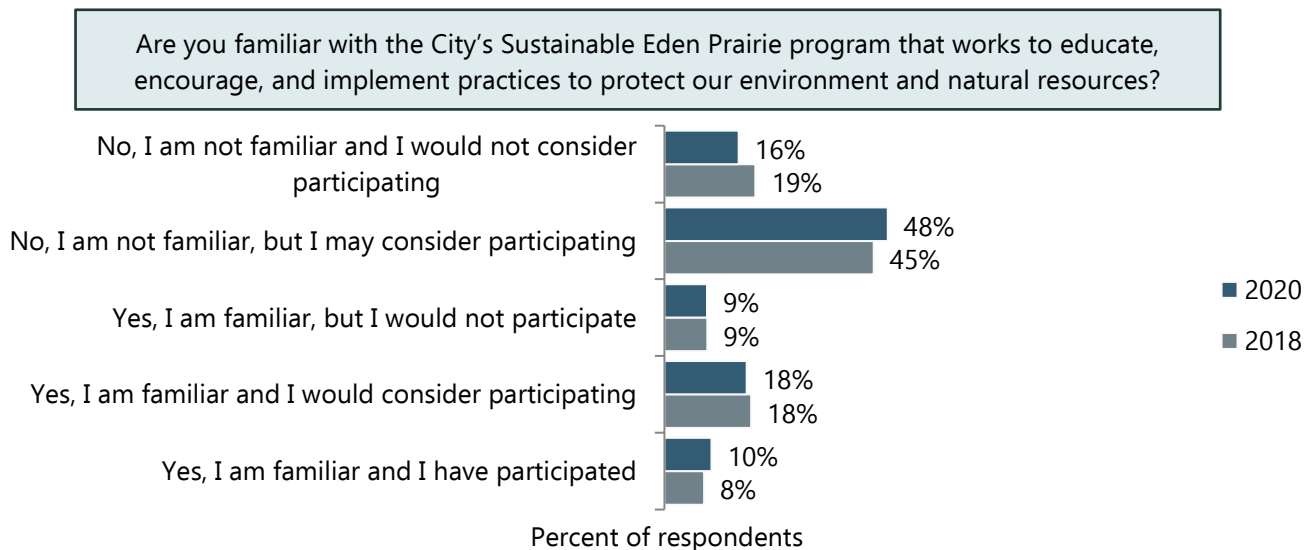
About 42% of respondents said “don’t know” when indicating their view. The full set of responses, including “don’t know” can be found in Appendix B: Complete Survey Frequencies.

## SUSTAINABLE EDEN PRAIRIE

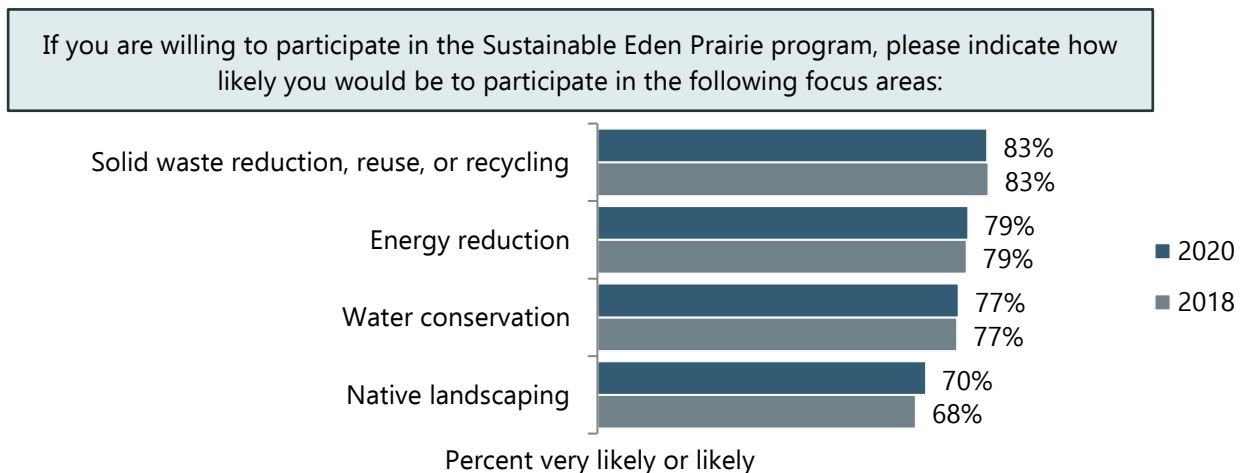
Residents were asked for the second time on the 2020 survey about their familiarity with and willingness to participate in the City’s Sustainable Eden Prairie program. About 1 in 10 community members were aware of the program and participated, and nearly 2 in 10 indicated they were aware of the program and would consider participating. About 3 in 10 respondents stated that there were unwilling to participate, regardless if they were or were not familiar with the program, and half stated they were unfamiliar, but willing to engage. Of those willing to participate, more than 8 in 10 survey participants would be likely to participate in solid waste reduction, reuse or recycling or energy reduction, and at least 7 in 10 demonstrated enthusiasm for conserving water and using native landscaping. These levels were all similar to those observed in 2018.

When differences were noted, Eden Prairie survey participants who were 55 or older, were male, who did not have children at home or who lived in attached housing tended to be less likely to report enthusiasm for participating in the various focus areas of the Sustainable Eden Prairie program (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

**FIGURE 42: FAMILIARITY AND WILLINGNESS TO PARTICIPATE IN SUSTAINABLE EDEN PRAIRIE BY YEAR**



**FIGURE 43: SUSTAINABLE EDEN PRAIRIE PROGRAM PARTICIPATION BY YEAR**



## APPENDIX A: RESPONDENT CHARACTERISTICS

The following tables summarize the demographic characteristics of Eden Prairie's survey respondents in 2020.

TABLE 1: QUESTION D1

Do you work inside the boundaries of Eden Prairie?	Percent	Number
Yes, outside the home	22%	N=300
Yes, from home	40%	N=530
No	38%	N=505
Total	100%	N=1335

TABLE 2: QUESTION D2

How many years have you lived in Eden Prairie?	Percent	Number
Less than 2 years	15%	N=204
2 to 5 years	18%	N=240
6 to 10 years	18%	N=246
11 to 20 years	22%	N=292
21 to 30 years	16%	N=211
More than 30 years	11%	N=154
Total	100%	N=1348

TABLE 3: QUESTION D3

Which best describes the building you live in?	Percent	Number
Detached single-family house	59%	N=800
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=535
Other	1%	N=12
Total	100%	N=1347

TABLE 4: QUESTION D4

Is this home...	Percent	Number
Rented	21%	N=279
Owned	79%	N=1066
Total	100%	N=1345

TABLE 5: QUESTION D5

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=825
Yes	39%	N=517
Total	100%	N=1343

TABLE 6: QUESTION D6

Are you or any other members of your household aged 65 or older?	Percent	Number
No	76%	N=1016
Yes	24%	N=324
Total	100%	N=1340

TABLE 7: QUESTION D7

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	4%	N=56
\$25,000 to \$49,999	8%	N=98
\$50,000 to \$99,999	28%	N=356
\$100,000 to \$149,999	23%	N=291
\$150,000 or more	37%	N=460
Total	100%	N=1261

TABLE 8: QUESTION D8

What is your race and/or ethnicity?	Percent	Number
White	90%	N=1171
Asian, Asian Indian or Pacific Islander	6%	N=77
Other	4%	N=56
Spanish, Hispanic or Latino	3%	N=42
Black or African American	2%	N=20
American Indian or Alaskan Native	1%	N=13
Arabic or Middle Eastern	1%	N=8

Total may exceed 100% as respondents could select more than one answer.

TABLE 9: QUESTION D9

In which category is your age?	Percent	Number
18 to 24 years	4%	N=47
25 to 34 years	19%	N=246
35 to 44 years	23%	N=300
45 to 54 years	24%	N=313
55 to 64 years	12%	N=153
65 to 74 years	13%	N=173
75 years or older	6%	N=84
Total	100%	N=1318

**TABLE 10: QUESTION D10**

<b>What is your sex?</b>	<b>Percent</b>	<b>Number</b>
Female	53%	N=700
Male	47%	N=612
Identify another way	0%	N=4
Total	100%	N=1316

## APPENDIX B: COMPLETE SURVEY FREQUENCIES

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” or “no opinion” response option, two tables for that question are provided: the first excludes the “don’t know” or “no opinion” responses and the second includes those response options.

**TABLE 11: QUESTION 1 WITHOUT "DON'T KNOW" RESPONSES**

Please rate each of the following aspects of quality of life in Eden Prairie:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Eden Prairie as a place to live	60%	N=816	34%	N=467	5%	N=62	1%	N=10	100%	N=1355
Your neighborhood as a place to live	61%	N=817	33%	N=442	6%	N=78	1%	N=12	100%	N=1350
Eden Prairie as a place to raise children	64%	N=684	29%	N=305	6%	N=62	2%	N=19	100%	N=1069
Eden Prairie as a place to work	50%	N=444	36%	N=323	10%	N=90	3%	N=28	100%	N=886
Eden Prairie as a place to visit	29%	N=375	44%	N=563	22%	N=283	4%	N=54	100%	N=1275
Eden Prairie as a place to retire	34%	N=331	35%	N=339	21%	N=204	10%	N=96	100%	N=969
The overall quality of life in Eden Prairie	54%	N=726	40%	N=539	6%	N=80	1%	N=10	100%	N=1356

**TABLE 12: QUESTION 1 WITH "DON'T KNOW" RESPONSES**

Please rate each of the following aspects of quality of life in Eden Prairie:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Eden Prairie as a place to live	60%	N=816	34%	N=467	5%	N=62	1%	N=10	0%	N=1	100%	N=1356
Your neighborhood as a place to live	60%	N=817	33%	N=442	6%	N=78	1%	N=12	0%	N=2	100%	N=1352
Eden Prairie as a place to raise children	51%	N=684	23%	N=305	5%	N=62	1%	N=19	21%	N=282	100%	N=1350
Eden Prairie as a place to work	33%	N=444	24%	N=323	7%	N=90	2%	N=28	34%	N=465	100%	N=1351
Eden Prairie as a place to visit	28%	N=375	42%	N=563	21%	N=283	4%	N=54	5%	N=72	100%	N=1347
Eden Prairie as a place to retire	25%	N=331	25%	N=339	15%	N=204	7%	N=96	28%	N=382	100%	N=1351
The overall quality of life in Eden Prairie	53%	N=726	40%	N=539	6%	N=80	1%	N=10	0%	N=3	100%	N=1359

**TABLE 13: QUESTION 2 WITHOUT "DON'T KNOW" RESPONSES**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Eden Prairie	49%	N=663	43%	N=590	7%	N=92	1%	N=20	100%	N=1363
Overall ease of getting to the places you usually have to visit	40%	N=543	42%	N=566	15%	N=201	3%	N=47	100%	N=1357
Quality of overall natural environment in Eden Prairie	63%	N=857	31%	N=417	5%	N=72	0%	N=5	100%	N=1350
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	33%	N=446	47%	N=639	16%	N=221	3%	N=45	100%	N=1352
Health and wellness opportunities in Eden Prairie	47%	N=614	43%	N=558	9%	N=116	2%	N=22	100%	N=1310
Overall opportunities for education and enrichment	46%	N=563	43%	N=531	8%	N=97	3%	N=37	100%	N=1227
Overall economic health of Eden Prairie	47%	N=581	46%	N=571	7%	N=90	0%	N=6	100%	N=1249
Sense of community	23%	N=298	46%	N=606	24%	N=313	8%	N=100	100%	N=1316
Overall image or reputation of Eden Prairie	48%	N=649	43%	N=579	7%	N=100	2%	N=23	100%	N=1350

**TABLE 14: QUESTION 2 WITH "DON'T KNOW" RESPONSES**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Eden Prairie	49%	N=663	43%	N=590	7%	N=92	1%	N=20	0%	N=1	100%	N=1365
Overall ease of getting to the places you usually have to visit	40%	N=543	42%	N=566	15%	N=201	3%	N=47	0%	N=3	100%	N=1361
Quality of overall natural environment in Eden Prairie	63%	N=857	31%	N=417	5%	N=72	0%	N=5	0%	N=3	100%	N=1353
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	33%	N=446	47%	N=639	16%	N=221	3%	N=45	0%	N=3	100%	N=1355
Health and wellness opportunities in Eden Prairie	45%	N=614	41%	N=558	9%	N=116	2%	N=22	4%	N=50	100%	N=1360
Overall opportunities for education and enrichment	42%	N=563	39%	N=531	7%	N=97	3%	N=37	9%	N=123	100%	N=1350
Overall economic health of Eden Prairie	43%	N=581	42%	N=571	7%	N=90	0%	N=6	8%	N=114	100%	N=1363
Sense of community	22%	N=298	45%	N=606	23%	N=313	7%	N=100	3%	N=37	100%	N=1353
Overall image or reputation of Eden Prairie	48%	N=649	43%	N=579	7%	N=100	2%	N=23	1%	N=8	100%	N=1358

**TABLE 15: QUESTION 3 WITHOUT "DON'T KNOW" RESPONSES**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Eden Prairie to someone who asks	65%	N=882	28%	N=373	4%	N=50	4%	N=48	100%	N=1353
Recommend visiting Eden Prairie	41%	N=554	39%	N=518	14%	N=186	6%	N=78	100%	N=1335
Recommend conducting business in Eden Prairie	46%	N=514	42%	N=461	9%	N=103	2%	N=27	100%	N=1105
Remain in Eden Prairie for the next five years	63%	N=834	22%	N=297	7%	N=97	7%	N=93	100%	N=1321

**TABLE 16: QUESTION 3 WITH "DON'T KNOW" RESPONSES**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Eden Prairie to someone who asks	65%	N=882	27%	N=373	4%	N=50	4%	N=48	1%	N=7	100%	N=1360
Recommend visiting Eden Prairie	41%	N=554	38%	N=518	14%	N=186	6%	N=78	2%	N=26	100%	N=1361
Recommend conducting business in Eden Prairie	38%	N=514	34%	N=461	8%	N=103	2%	N=27	19%	N=258	100%	N=1363
Remain in Eden Prairie for the next five years	62%	N=834	22%	N=297	7%	N=97	7%	N=93	2%	N=31	100%	N=1351



TABLE 17: QUESTION 4 WITHOUT "DON'T KNOW" RESPONSES

<b>What one thing do you like most, if anything, about living in Eden Prairie?</b>	<b>Percent</b>	<b>Number</b>
Convenient location, proximity to job/friends/family	13%	N=76
Friendly people, sense of community	5%	N=32
Neighborhood/housing	4%	N=23
Schools	6%	N=37
Feel safe	10%	N=58
Shopping/restaurants/local businesses	4%	N=24
Open spaces and nature/wildlife	7%	N=41
Parks and trails/recreation centers	34%	N=206
Quiet and peaceful, cleanliness/upkeep	4%	N=22
City services, employees, programs, and events	5%	N=29
Other	9%	N=52
Total	100%	N=600

TABLE 18: QUESTION 5 WITHOUT "DON'T KNOW" RESPONSES

What one thing do you like least, if anything, about living in Eden Prairie?	Percent	Number
Growth	4%	N=22
Taxes, cost of living	5%	N=26
Traffic issues (congestion, signal timing, speeding, parking, noise)	7%	N=40
Walkability, walking and biking paths	4%	N=25
Poorly designed layout	6%	N=32
Schools, education	3%	N=19
Housing issues (affordability, variety of options, upkeep)	5%	N=29
Diversity/inclusion, friendliness, sense of community, issues with fellow residents	11%	N=59
Need for improved public transportation, concerned about light rail	10%	N=56
Lack of a downtown area	6%	N=36
Need for improved/more activities, shopping, dining, recreation, parks	14%	N=75
Issues with local government, city services	3%	N=17
Road maintenance, construction, snow removal, leaf removal, street lighting	6%	N=32
Rising crime/safety concerns	5%	N=28
Other	10%	N=56
Total	100%	N=554

**TABLE 19: QUESTION 6 WITHOUT "DON'T KNOW" RESPONSES**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	18%	N=248	56%	N=757	20%	N=270	5%	N=70	100%	N=1344
Ease of public parking	41%	N=542	50%	N=655	8%	N=104	1%	N=11	100%	N=1312
Ease of travel by car in Eden Prairie	40%	N=532	46%	N=613	12%	N=160	2%	N=31	100%	N=1336
Ease of travel by public transportation in Eden Prairie	16%	N=122	30%	N=222	27%	N=205	27%	N=199	100%	N=749
Ease of walking in Eden Prairie	41%	N=543	39%	N=512	15%	N=202	6%	N=73	100%	N=1330
Availability of paths and walking trails	68%	N=913	25%	N=337	7%	N=93	1%	N=9	100%	N=1353
Air quality	54%	N=713	40%	N=536	5%	N=73	1%	N=11	100%	N=1333
Cleanliness of Eden Prairie	54%	N=736	40%	N=550	5%	N=65	1%	N=9	100%	N=1360
Overall appearance of Eden Prairie	52%	N=709	41%	N=551	6%	N=78	1%	N=19	100%	N=1356
Public places where people want to spend time	40%	N=538	44%	N=591	12%	N=159	3%	N=42	100%	N=1330
Variety of housing options	27%	N=327	47%	N=565	18%	N=221	7%	N=87	100%	N=1201
Availability of affordable quality housing	19%	N=185	28%	N=268	30%	N=294	23%	N=222	100%	N=968
Fitness opportunities (including exercise classes and paths or trails, etc.)	57%	N=754	35%	N=462	7%	N=99	1%	N=9	100%	N=1325
Recreational opportunities	50%	N=640	40%	N=514	9%	N=114	1%	N=19	100%	N=1288
Availability of affordable quality food	41%	N=539	42%	N=556	14%	N=179	3%	N=42	100%	N=1316
Availability of affordable quality health care	35%	N=418	46%	N=547	14%	N=161	5%	N=54	100%	N=1181
Availability of preventive health services	38%	N=425	48%	N=543	10%	N=116	4%	N=41	100%	N=1126
Availability of affordable quality mental health care	26%	N=158	42%	N=260	20%	N=122	12%	N=74	100%	N=614
Opportunities for residents to provide input into City decision-making	25%	N=252	45%	N=453	21%	N=211	10%	N=99	100%	N=1014
Value of City services considering the property taxes you pay	29%	N=353	40%	N=494	24%	N=287	7%	N=86	100%	N=1219

**TABLE 20: QUESTION 6 WITH "DON'T KNOW" RESPONSES**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	18%	N=248	56%	N=757	20%	N=270	5%	N=70	1%	N=9	100%	N=1353
Ease of public parking	40%	N=542	49%	N=655	8%	N=104	1%	N=11	3%	N=37	100%	N=1350
Ease of travel by car in Eden Prairie	40%	N=532	46%	N=613	12%	N=160	2%	N=31	1%	N=9	100%	N=1345
Ease of travel by public transportation in Eden Prairie	9%	N=122	16%	N=222	15%	N=205	15%	N=199	45%	N=605	100%	N=1354
Ease of walking in Eden Prairie	40%	N=543	38%	N=512	15%	N=202	5%	N=73	1%	N=19	100%	N=1349
Availability of paths and walking trails	67%	N=913	25%	N=337	7%	N=93	1%	N=9	0%	N=6	100%	N=1358
Air quality	52%	N=713	39%	N=536	5%	N=73	1%	N=11	2%	N=28	100%	N=1361
Cleanliness of Eden Prairie	54%	N=736	40%	N=550	5%	N=65	1%	N=9	0%	N=1	100%	N=1361
Overall appearance of Eden Prairie	52%	N=709	41%	N=551	6%	N=78	1%	N=19	0%	N=2	100%	N=1358
Public places where people want to spend time	40%	N=538	44%	N=591	12%	N=159	3%	N=42	2%	N=23	100%	N=1354
Variety of housing options	24%	N=327	42%	N=565	16%	N=221	6%	N=87	12%	N=159	100%	N=1360
Availability of affordable quality housing	14%	N=185	20%	N=268	22%	N=294	16%	N=222	29%	N=388	100%	N=1356
Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	N=754	34%	N=462	7%	N=99	1%	N=9	2%	N=32	100%	N=1357
Recreational opportunities	47%	N=640	38%	N=514	8%	N=114	1%	N=19	4%	N=60	100%	N=1348
Availability of affordable quality food	40%	N=539	41%	N=556	13%	N=179	3%	N=42	3%	N=45	100%	N=1361
Availability of affordable quality health care	31%	N=418	40%	N=547	12%	N=161	4%	N=54	13%	N=178	100%	N=1359
Availability of preventive health services	31%	N=425	40%	N=543	9%	N=116	3%	N=41	17%	N=229	100%	N=1355
Availability of affordable quality mental health care	12%	N=158	19%	N=260	9%	N=122	5%	N=74	54%	N=734	100%	N=1347
Opportunities for residents to provide input into City decision-making	19%	N=252	33%	N=453	16%	N=211	7%	N=99	25%	N=340	100%	N=1354
Value of City services considering the property taxes you pay	26%	N=353	36%	N=494	21%	N=287	6%	N=86	10%	N=141	100%	N=1360

TABLE 21: QUESTION 7 WITHOUT "DON'T KNOW" RESPONSES

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	57%	N=698	35%	N=424	7%	N=80	2%	N=23	100%	N=1226
Crime prevention	41%	N=471	46%	N=530	10%	N=117	3%	N=36	100%	N=1155
Fire services	63%	N=675	34%	N=363	2%	N=23	0%	N=3	100%	N=1065
Fire Department response time	72%	N=441	26%	N=161	1%	N=9	0%	N=3	100%	N=614
Hennepin Healthcare Emergency Medical Service (ambulance) response time	56%	N=288	38%	N=196	4%	N=23	1%	N=3	100%	N=510
Animal control	36%	N=225	49%	N=301	11%	N=67	4%	N=26	100%	N=619
Recreation services (i.e., recreation programs and classes, etc.)	49%	N=577	41%	N=484	8%	N=88	2%	N=18	100%	N=1167
Recreation centers or facilities	51%	N=623	39%	N=479	8%	N=95	1%	N=16	100%	N=1213
Park maintenance	62%	N=811	33%	N=433	4%	N=55	0%	N=6	100%	N=1305
Trail maintenance	57%	N=735	36%	N=458	6%	N=75	1%	N=19	100%	N=1286
Senior programs and services	46%	N=213	44%	N=202	8%	N=37	3%	N=13	100%	N=464
Street lighting	29%	N=384	49%	N=646	17%	N=223	5%	N=71	100%	N=1324
Street repair	26%	N=353	49%	N=650	20%	N=273	5%	N=62	100%	N=1338
Traffic signal timing	18%	N=246	48%	N=650	24%	N=324	10%	N=129	100%	N=1349
City streets as a whole	29%	N=391	58%	N=779	12%	N=164	1%	N=16	100%	N=1350
Streets in your neighborhood	34%	N=462	51%	N=686	12%	N=159	3%	N=37	100%	N=1344
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	31%	N=382	43%	N=531	15%	N=182	11%	N=139	100%	N=1234
Asphalt trails in your neighborhood	37%	N=449	46%	N=558	13%	N=163	4%	N=53	100%	N=1224
Snow removal on City streets (excludes 494, 62 and County roads)	45%	N=606	38%	N=513	13%	N=168	4%	N=56	100%	N=1342
Street sweeping on City streets (excludes 494, 62 and County roads)	41%	N=507	46%	N=570	10%	N=118	3%	N=39	100%	N=1234
Building inspections	35%	N=205	49%	N=284	10%	N=59	5%	N=30	100%	N=577
Assessing services	32%	N=173	48%	N=260	16%	N=89	4%	N=19	100%	N=541
City planning services	31%	N=183	48%	N=290	14%	N=85	7%	N=41	100%	N=599

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
City engineering services	36%	N=184	49%	N=252	9%	N=48	5%	N=27	100%	N=511
Housing and community services	33%	N=172	48%	N=250	12%	N=62	7%	N=35	100%	N=519
Drinking water	43%	N=566	41%	N=533	12%	N=154	4%	N=50	100%	N=1303
Economic development	30%	N=280	52%	N=487	16%	N=148	3%	N=30	100%	N=945
Storm drainage	32%	N=363	56%	N=637	10%	N=108	2%	N=23	100%	N=1131
Water and sewer services	39%	N=458	51%	N=607	8%	N=100	1%	N=16	100%	N=1181
Utility billing	31%	N=385	52%	N=641	14%	N=171	4%	N=46	100%	N=1243
Emergency management (services that prepare the community for natural disasters or other emergency situations)	36%	N=263	55%	N=398	7%	N=50	2%	N=16	100%	N=726
Preservation of natural areas such as open space, parklands and wetlands	53%	N=680	38%	N=489	6%	N=80	2%	N=31	100%	N=1279
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	48%	N=539	43%	N=484	7%	N=73	2%	N=17	100%	N=1113
Overall quality of Eden Prairie services	40%	N=515	52%	N=666	7%	N=96	1%	N=9	100%	N=1285

**TABLE 22: QUESTION 7 WITH "DON'T KNOW" RESPONSES**

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	51%	N=698	31%	N=424	6%	N=80	2%	N=23	10%	N=132	100%	N=1358
Crime prevention	35%	N=471	39%	N=530	9%	N=117	3%	N=36	15%	N=203	100%	N=1358
Fire services	50%	N=675	27%	N=363	2%	N=23	0%	N=3	21%	N=292	100%	N=1356
Fire Department response time	33%	N=441	12%	N=161	1%	N=9	0%	N=3	54%	N=736	100%	N=1350
Hennepin Healthcare Emergency Medical Service (ambulance) response time	21%	N=288	15%	N=196	2%	N=23	0%	N=3	62%	N=836	100%	N=1346
Animal control	17%	N=225	22%	N=301	5%	N=67	2%	N=26	54%	N=725	100%	N=1345
Recreation services (i.e., recreation programs and classes, etc.)	43%	N=577	36%	N=484	7%	N=88	1%	N=18	13%	N=176	100%	N=1343
Recreation centers or facilities	46%	N=623	36%	N=479	7%	N=95	1%	N=16	10%	N=134	100%	N=1347
Park maintenance	60%	N=811	32%	N=433	4%	N=55	0%	N=6	4%	N=50	100%	N=1355
Trail maintenance	55%	N=735	34%	N=458	6%	N=75	1%	N=19	4%	N=59	100%	N=1345
Senior programs and services	16%	N=213	15%	N=202	3%	N=37	1%	N=13	66%	N=888	100%	N=1352
Street lighting	29%	N=384	48%	N=646	17%	N=223	5%	N=71	1%	N=19	100%	N=1344
Street repair	26%	N=353	48%	N=650	20%	N=273	5%	N=62	1%	N=15	100%	N=1353
Traffic signal timing	18%	N=246	48%	N=650	24%	N=324	10%	N=129	0%	N=6	100%	N=1354
City streets as a whole	29%	N=391	58%	N=779	12%	N=164	1%	N=16	0%	N=1	100%	N=1351
Streets in your neighborhood	34%	N=462	51%	N=686	12%	N=159	3%	N=37	0%	N=3	100%	N=1347
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	28%	N=382	39%	N=531	14%	N=182	10%	N=139	8%	N=113	100%	N=1347
Asphalt trails in your neighborhood	34%	N=449	42%	N=558	12%	N=163	4%	N=53	9%	N=116	100%	N=1340
Snow removal on City streets (excludes 494, 62 and County roads)	45%	N=606	38%	N=513	12%	N=168	4%	N=56	1%	N=11	100%	N=1353
Street sweeping on City streets (excludes 494, 62 and County roads)	38%	N=507	42%	N=570	9%	N=118	3%	N=39	8%	N=111	100%	N=1345

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Building inspections	15%	N=205	21%	N=284	4%	N=59	2%	N=30	57%	N=765	100%	N=1342
Assessing services	13%	N=173	19%	N=260	7%	N=89	1%	N=19	60%	N=803	100%	N=1344
City planning services	14%	N=183	22%	N=290	6%	N=85	3%	N=41	55%	N=739	100%	N=1338
City engineering services	14%	N=184	19%	N=252	4%	N=48	2%	N=27	62%	N=828	100%	N=1339
Housing and community services	13%	N=172	19%	N=250	5%	N=62	3%	N=35	61%	N=815	100%	N=1333
Drinking water	42%	N=566	40%	N=533	11%	N=154	4%	N=50	3%	N=45	100%	N=1348
Economic development	21%	N=280	36%	N=487	11%	N=148	2%	N=30	30%	N=399	100%	N=1344
Storm drainage	27%	N=363	48%	N=637	8%	N=108	2%	N=23	15%	N=206	100%	N=1337
Water and sewer services	34%	N=458	45%	N=607	7%	N=100	1%	N=16	12%	N=159	100%	N=1340
Utility billing	29%	N=385	48%	N=641	13%	N=171	3%	N=46	7%	N=97	100%	N=1340
Emergency management (services that prepare the community for natural disasters or other emergency situations)	20%	N=263	30%	N=398	4%	N=50	1%	N=16	45%	N=605	100%	N=1332
Preservation of natural areas such as open space, parklands and wetlands	51%	N=680	37%	N=489	6%	N=80	2%	N=31	4%	N=58	100%	N=1337
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	40%	N=539	36%	N=484	5%	N=73	1%	N=17	16%	N=220	100%	N=1332
Overall quality of Eden Prairie services	39%	N=515	50%	N=666	7%	N=96	1%	N=9	4%	N=49	100%	N=1334

TABLE 23: QUESTION 8

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	Percent	Number
Not a problem	57%	N=768
Minor problem	34%	N=460
Major problem	6%	N=80
Extreme problem	3%	N=45
Total	100%	N=1353



**TABLE 24: QUESTION 9**

How familiar are you, if at all, with each of the following events in Eden Prairie?	I have participated		I am aware but have not participated		I am not aware		Total	
	%	N	%	N	%	N	%	N
Citywide Open House	16%	N=210	30%	N=399	54%	N=726	100%	N=1334
Eden Prairie Night to Unite	34%	N=458	37%	N=490	29%	N=381	100%	N=1329
Fourth of July Hometown Celebration	46%	N=622	34%	N=454	20%	N=264	100%	N=1341
Staring Lake Summer Concert Series	39%	N=523	46%	N=621	15%	N=196	100%	N=1341
Senior Awareness Month	4%	N=48	21%	N=283	75%	N=1016	100%	N=1347
Arts in the Park	21%	N=278	55%	N=734	25%	N=329	100%	N=1341
Community theater productions	22%	N=295	46%	N=620	32%	N=431	100%	N=1345
Movies in the Park	15%	N=208	60%	N=810	24%	N=326	100%	N=1344
Fall Harvest Celebration	11%	N=146	40%	N=544	49%	N=653	100%	N=1343
PeopleFest! A Community Celebration of Culture	8%	N=108	37%	N=500	55%	N=742	100%	N=1349

**TABLE 25: QUESTION 10**

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	6%	N=85	13%	N=175	28%	N=373	18%	N=238	35%	N=472	100%	N=1343
Smaller neighborhood parks	10%	N=139	15%	N=199	28%	N=381	20%	N=266	27%	N=358	100%	N=1344
Senior Center	85%	N=1142	9%	N=123	3%	N=44	1%	N=16	1%	N=20	100%	N=1345
Outdoor Center	58%	N=772	23%	N=310	15%	N=198	2%	N=33	2%	N=24	100%	N=1336
Staring Lake Amphitheatre	53%	N=718	24%	N=326	19%	N=254	3%	N=39	1%	N=11	100%	N=1348
Staring Lake Observatory	80%	N=1071	15%	N=197	4%	N=57	1%	N=9	1%	N=8	100%	N=1342
Richard T. Anderson Conservation Area	59%	N=790	20%	N=265	16%	N=221	3%	N=41	2%	N=28	100%	N=1346
Art Center	80%	N=1072	14%	N=189	5%	N=70	1%	N=7	1%	N=7	100%	N=1346

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Community Center	38%	N=512	16%	N=222	18%	N=240	9%	N=127	18%	N=249	100%	N=1350

TABLE 26: QUESTION 11 WITHOUT "DON'T KNOW" RESPONSES

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	72%	N=909	25%	N=322	2%	N=30	0%	N=3	100%	N=1264
Smaller neighborhood parks	51%	N=615	45%	N=547	4%	N=50	0%	N=3	100%	N=1215
Senior Center	38%	N=90	46%	N=109	14%	N=32	3%	N=8	100%	N=239
Outdoor Center	44%	N=250	49%	N=281	7%	N=38	1%	N=4	100%	N=572
Staring Lake Amphitheatre	51%	N=393	44%	N=338	5%	N=38	0%	N=1	100%	N=769
Staring Lake Observatory	45%	N=154	46%	N=158	9%	N=32	0%	N=0	100%	N=343
Richard T. Anderson Conservation Area	49%	N=287	44%	N=256	7%	N=38	1%	N=4	100%	N=586
Art Center	38%	N=129	51%	N=170	9%	N=30	2%	N=6	100%	N=335
Community Center	57%	N=505	37%	N=331	5%	N=43	1%	N=9	100%	N=888

TABLE 27: QUESTION 11 WITH "DON'T KNOW" RESPONSES

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	67%	N=909	24%	N=322	2%	N=30	0%	N=3	6%	N=83	100%	N=1347
Smaller neighborhood parks	46%	N=615	41%	N=547	4%	N=50	0%	N=3	10%	N=131	100%	N=1346
Senior Center	7%	N=90	8%	N=109	2%	N=32	1%	N=8	82%	N=1100	100%	N=1339
Outdoor Center	19%	N=250	21%	N=281	3%	N=38	0%	N=4	57%	N=753	100%	N=1325
Staring Lake Amphitheatre	29%	N=393	25%	N=338	3%	N=38	0%	N=1	43%	N=572	100%	N=1341

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Staring Lake Observatory	12%	N=154	12%	N=158	2%	N=32	0%	N=0	74%	N=982	100%	N=1325
Richard T. Anderson Conservation Area	22%	N=287	19%	N=256	3%	N=38	0%	N=4	56%	N=745	100%	N=1331
Art Center	10%	N=129	13%	N=170	2%	N=30	0%	N=6	75%	N=994	100%	N=1329
Community Center	38%	N=505	25%	N=331	3%	N=43	1%	N=9	34%	N=448	100%	N=1336

TABLE 28: QUESTION 12 WITHOUT "DON'T KNOW" RESPONSES

Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Eden Prairie Center mall	65%	N=863	26%	N=342	5%	N=66	4%	N=55	1%	N=7	100%	N=1334
Paths or walking trails	53%	N=696	39%	N=512	6%	N=73	3%	N=39	0%	N=3	100%	N=1323
Retail parking lots	49%	N=656	39%	N=520	8%	N=105	5%	N=61	0%	N=5	100%	N=1347
Your neighborhood	72%	N=979	22%	N=297	4%	N=49	1%	N=19	1%	N=7	100%	N=1351
Parks and open space	58%	N=767	35%	N=462	6%	N=78	1%	N=19	0%	N=2	100%	N=1328

TABLE 29: QUESTION 12 WITH "DON'T KNOW" RESPONSES

Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Eden Prairie Center mall	64%	N=863	25%	N=342	5%	N=66	4%	N=55	1%	N=7	1%	N=19	100%	N=1353
Paths or walking trails	52%	N=696	38%	N=512	5%	N=73	3%	N=39	0%	N=3	2%	N=26	100%	N=1348
Retail parking lots	48%	N=656	38%	N=520	8%	N=105	4%	N=61	0%	N=5	0%	N=6	100%	N=1352
Your neighborhood	72%	N=979	22%	N=297	4%	N=49	1%	N=19	1%	N=7	0%	N=1	100%	N=1352
Parks and open space	57%	N=767	34%	N=462	6%	N=78	1%	N=19	0%	N=2	2%	N=21	100%	N=1349

**TABLE 30: QUESTION 13 WITHOUT "DON'T KNOW" RESPONSES**

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie.	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic speeding	27%	N=359	39%	N=522	24%	N=312	6%	N=82	4%	N=50	100%	N=1325
Stop sign violations in your neighborhood	55%	N=712	23%	N=302	14%	N=185	5%	N=62	3%	N=33	100%	N=1293
Violent crime	66%	N=787	25%	N=297	7%	N=79	1%	N=12	1%	N=11	100%	N=1187
Drugs	56%	N=555	27%	N=264	12%	N=116	3%	N=27	2%	N=20	100%	N=982
Youth crimes	47%	N=481	35%	N=353	13%	N=131	3%	N=34	2%	N=21	100%	N=1019
Vandalism and property crimes	36%	N=433	35%	N=420	22%	N=265	5%	N=55	2%	N=26	100%	N=1198
Identity theft	54%	N=411	25%	N=189	15%	N=113	4%	N=32	2%	N=17	100%	N=762

**TABLE 31: QUESTION 13 WITH "DON'T KNOW" RESPONSES**

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie.	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Traffic speeding	27%	N=359	39%	N=522	23%	N=312	6%	N=82	4%	N=50	1%	N=19	100%	N=1344
Stop sign violations in your neighborhood	53%	N=712	22%	N=302	14%	N=185	5%	N=62	2%	N=33	4%	N=56	100%	N=1349
Violent crime	58%	N=787	22%	N=297	6%	N=79	1%	N=12	1%	N=11	12%	N=161	100%	N=1348
Drugs	41%	N=555	20%	N=264	9%	N=116	2%	N=27	1%	N=20	27%	N=365	100%	N=1346
Youth crimes	36%	N=481	26%	N=353	10%	N=131	3%	N=34	2%	N=21	24%	N=325	100%	N=1344
Vandalism and property crimes	32%	N=433	31%	N=420	20%	N=265	4%	N=55	2%	N=26	11%	N=150	100%	N=1348
Identity theft	31%	N=411	14%	N=189	8%	N=113	2%	N=32	1%	N=17	43%	N=577	100%	N=1340

**TABLE 32: QUESTION 14 WITHOUT "DON'T KNOW" RESPONSES**

Have you had contact with the Eden Prairie Police Department within the last two years through any of the following?	No		Yes		Total	
Report a crime	82%	N=1086	18%	N=245	100%	N=1331
Animal Control	87%	N=1153	13%	N=179	100%	N=1333
Services such as medical assistance	91%	N=1201	9%	N=124	100%	N=1325
Assistance with a car lockout	97%	N=1286	3%	N=43	100%	N=1329
Community programs	80%	N=1062	20%	N=263	100%	N=1325
Schools (Liaison Officers)	93%	N=1220	7%	N=94	100%	N=1314
Senior programs	96%	N=1267	4%	N=52	100%	N=1319
Eden Prairie Night to Unite	76%	N=1005	24%	N=311	100%	N=1315
Safety Camp	97%	N=1262	3%	N=43	100%	N=1306
Citywide Open House	89%	N=1174	11%	N=141	100%	N=1315

**TABLE 33: QUESTION 14 WITH "DON'T KNOW" RESPONSES**

Have you had contact with the Eden Prairie Police Department within the last two years through any of the following?	No		Yes		Don't know		Total	
Report a crime	80%	N=1086	18%	N=245	1%	N=19	100%	N=1350
Animal Control	86%	N=1153	13%	N=179	1%	N=14	100%	N=1346
Services such as medical assistance	90%	N=1201	9%	N=124	1%	N=15	100%	N=1340
Assistance with a car lockout	96%	N=1286	3%	N=43	1%	N=17	100%	N=1346
Community programs	79%	N=1062	20%	N=263	1%	N=19	100%	N=1345
Schools (Liaison Officers)	92%	N=1220	7%	N=94	1%	N=19	100%	N=1333
Senior programs	94%	N=1267	4%	N=52	2%	N=24	100%	N=1343
Eden Prairie Night to Unite	75%	N=1005	23%	N=311	2%	N=22	100%	N=1338
Safety Camp	95%	N=1262	3%	N=43	2%	N=30	100%	N=1335
Citywide Open House	88%	N=1174	11%	N=141	2%	N=25	100%	N=1340

TABLE 34: QUESTION 15 WITHOUT "DON'T KNOW" RESPONSES

Overall, how would you rate your contact with the Eden Prairie Police Department?	Percent	Number
Excellent	59%	N=583
Good	33%	N=329
Fair	5%	N=46
Poor	3%	N=32
Total	100%	N=990

TABLE 35: QUESTION 15 WITH "DON'T KNOW" RESPONSES

Overall, how would you rate your contact with the Eden Prairie Police Department?	Percent	Number
Excellent	43%	N=583
Good	24%	N=329
Fair	3%	N=46
Poor	2%	N=32
Don't know	26%	N=353
Total	100%	N=1343

TABLE 36: QUESTION 16

Are you aware that the City of Eden Prairie's firefighters are mostly volunteer (non-career) firefighters?	Percent	Number
Yes, I was aware	56%	N=748
No, I was not aware until now	44%	N=598
Total	100%	N=1346

**TABLE 37: QUESTION 17 WITHOUT "DON'T KNOW" RESPONSES**

<b>The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$800,000 to capital and public improvement projects in Eden Prairie related to trails, parks, and playgrounds. To what extent do you support the City continuing to operate its municipal liquor stores?</b>	<b>Percent</b>	<b>Number</b>
Strongly support	54%	N=691
Somewhat support	30%	N=384
Somewhat oppose	8%	N=100
Strongly oppose	8%	N=104
Total	100%	N=1280

**TABLE 38: QUESTION 17 WITH "DON'T KNOW" RESPONSES**

<b>The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$800,000 to capital and public improvement projects in Eden Prairie related to trails, parks, and playgrounds. To what extent do you support the City continuing to operate its municipal liquor stores?</b>	<b>Percent</b>	<b>Number</b>
Strongly support	51%	N=691
Somewhat support	29%	N=384
Somewhat oppose	7%	N=100
Strongly oppose	8%	N=104
Don't know	5%	N=67
Total	100%	N=1347

**TABLE 39: QUESTION 18**

<b>In the last 12 months, about how many times, if ever, have you or other household members visited each of the City's three liquor stores?</b>	<b>Never</b>		<b>Once or twice</b>		<b>3 to 12 times</b>		<b>13 to 26 times</b>		<b>More than 26 times</b>		<b>Total</b>	
Prairie Village Mall/Kowalski's store	45%	N=596	27%	N=357	23%	N=301	4%	N=52	2%	N=23	100%	N=1328
Den Road/Cub Foods store	42%	N=555	22%	N=299	24%	N=314	7%	N=93	5%	N=67	100%	N=1328
Prairie View Mall/Lunds & Byerlys store	48%	N=631	27%	N=360	17%	N=229	4%	N=57	3%	N=40	100%	N=1318

**TABLE 40: QUESTION 19 WITHOUT "DON'T KNOW" RESPONSES**

If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Product selection	37%	N=373	53%	N=535	9%	N=92	2%	N=16	100%	N=1015
Prices of products	16%	N=157	40%	N=408	32%	N=323	12%	N=122	100%	N=1009
Courtesy and friendliness of staff	66%	N=668	30%	N=303	4%	N=37	1%	N=5	100%	N=1013

**TABLE 41: QUESTION 19 WITH "DON'T KNOW" RESPONSES**

If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Product selection	30%	N=373	43%	N=535	7%	N=92	1%	N=16	19%	N=241	100%	N=1256
Prices of products	13%	N=157	33%	N=408	26%	N=323	10%	N=122	19%	N=243	100%	N=1252
Courtesy and friendliness of staff	53%	N=668	24%	N=303	3%	N=37	0%	N=5	19%	N=238	100%	N=1251

**TABLE 42: QUESTION 20 WITHOUT "DON'T KNOW" RESPONSES**

Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City's efforts to create a	Percent	Number
The City puts a higher emphasis on the rights of individual property owners and not enough on the interests of the wider	11%	N=87
The City fosters an equal balance between the rights of individual property owners and the interests of the wider community	65%	N=500
The City puts a higher emphasis on the interests of the wider community and not enough on the rights of individual property owners	23%	N=177
Total	100%	N=765



TABLE 43: QUESTION 20 WITH "DON'T KNOW" RESPONSES

<b>Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City's efforts to create a</b>	<b>Percent</b>	<b>Number</b>
The City puts a higher emphasis on the rights of individual property owners and not enough on the interests of the wider	7%	N=87
The City fosters an equal balance between the rights of individual property owners and the interests of the wider community	38%	N=500
The City puts a higher emphasis on the interests of the wider community and not enough on the rights of individual property owners	13%	N=177
Don't know	42%	N=563
Total	100%	N=1328

TABLE 44: QUESTION 21

<b>With which of the following departments have you had contact (email, in-person or phone) in the last 12 months?</b>	<b>Percent</b>	<b>Number</b>
I have not contacted the City	38%	N=499
General information	16%	N=205
City Manager	4%	N=54
Police	22%	N=286
Fire	6%	N=78
Utilities and Water	12%	N=159
Human Resources	1%	N=15
Outdoor Center	3%	N=43
Recreation	14%	N=178
Park Maintenance	5%	N=70
Planning/Economic Development	4%	N=51
Building Inspections	12%	N=156
Assessing	3%	N=44
City Clerk	5%	N=64
Housing and Community Services	2%	N=26

With which of the following departments have you had contact (email, in-person or phone) in the last 12 months?	Percent	Number
Art Center	4%	N=46
Utility Billing	9%	N=114
Street Maintenance	5%	N=71
Engineering	3%	N=36
Community Center	21%	N=267
Senior Center	5%	N=65
Communications	2%	N=26
Environmental Services	3%	N=42
Other	6%	N=77

Total may exceed 100% as respondents could select more than one answer.

**TABLE 45: QUESTION 22 WITHOUT "DON'T KNOW" RESPONSES**

What was your impression of City employees in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	59%	N=466	36%	N=290	3%	N=25	2%	N=14	100%	N=795
Courtesy	69%	N=552	26%	N=208	3%	N=21	2%	N=19	100%	N=801
Responsiveness	61%	N=485	33%	N=259	3%	N=23	4%	N=29	100%	N=796
Follow-up (got back to you or took action if needed)	60%	N=388	32%	N=205	3%	N=22	5%	N=34	100%	N=649
Overall customer service	62%	N=497	31%	N=244	3%	N=28	3%	N=27	100%	N=795

**TABLE 46: QUESTION 22 WITH "DON'T KNOW" RESPONSES**

What was your impression of City employees in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	57%	N=466	35%	N=290	3%	N=25	2%	N=14	3%	N=24	100%	N=819
Courtesy	67%	N=552	25%	N=208	3%	N=21	2%	N=19	3%	N=21	100%	N=821
Responsiveness	59%	N=485	32%	N=259	3%	N=23	3%	N=29	3%	N=21	100%	N=817
Follow-up (got back to you or took action if needed)	48%	N=388	26%	N=205	3%	N=22	4%	N=34	19%	N=153	100%	N=802

<b>What was your impression of City employees in your most recent contact?</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
Overall customer service	61%	N=497	30%	N=244	3%	N=28	3%	N=27	2%	N=14	100%	N=809

**TABLE 47: QUESTION 23**

<b>Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?</b>	<b>Percent</b>	<b>Number</b>
No	27%	N=365
Yes	73%	N=975
Total	100%	N=1340

**TABLE 48: QUESTION 24 WITHOUT "DON'T KNOW" RESPONSES**

<b>Please rate the following aspects of the Eden Prairie website.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
Appearance	30%	N=283	56%	N=529	12%	N=115	1%	N=13	100%	N=941
Online information and services offered	30%	N=277	56%	N=526	12%	N=110	3%	N=26	100%	N=939
Ease of navigation/ability to find information	21%	N=197	49%	N=464	23%	N=212	7%	N=68	100%	N=941
Search function	23%	N=182	47%	N=377	24%	N=191	7%	N=53	100%	N=803
Online registration for recreation programs	27%	N=164	46%	N=272	18%	N=106	9%	N=54	100%	N=596

**TABLE 49: QUESTION 24 WITH "DON'T KNOW" RESPONSES**

<b>Please rate the following aspects of the Eden Prairie website.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
Appearance	28%	N=283	53%	N=529	12%	N=115	1%	N=13	6%	N=55	100%	N=996
Online information and services offered	28%	N=277	53%	N=526	11%	N=110	3%	N=26	6%	N=60	100%	N=998
Ease of navigation/ability to find information	20%	N=197	46%	N=464	21%	N=212	7%	N=68	6%	N=57	100%	N=998
Search function	18%	N=182	38%	N=377	19%	N=191	5%	N=53	19%	N=194	100%	N=996
Online registration for recreation programs	17%	N=164	27%	N=272	11%	N=106	5%	N=54	40%	N=395	100%	N=991



TABLE 50: QUESTION 25

<b>The City publishes a quarterly newsletter called “Life in the Prairie,” which is mailed to all Eden Prairie households. Do you read this newsletter?</b>	<b>Percent</b>	<b>Number</b>
No	22%	N=301
Yes	78%	N=1048
Total	100%	N=1349

TABLE 51: QUESTION 26 WITHOUT "DON'T KNOW" RESPONSES

<b>How would you rate the quality of the “Life in the Prairie” newsletter?</b>	<b>Percent</b>	<b>Number</b>
Excellent	26%	N=266
Good	58%	N=596
Fair	14%	N=144
Poor	2%	N=20
Total	100%	N=1025

TABLE 52: QUESTION 26 WITH "DON'T KNOW" RESPONSES

<b>How would you rate the quality of the “Life in the Prairie” newsletter?</b>	<b>Percent</b>	<b>Number</b>
Excellent	23%	N=266
Good	52%	N=596
Fair	13%	N=144
Poor	2%	N=20
Don't know	11%	N=120
Total	100%	N=1146

TABLE 53: QUESTION 27

Which, if any, of the following newspapers do you receive at your home:	Percent	Number
Star Tribune	70%	N=329
Eden Prairie Sun Sailor	53%	N=251

*Total may exceed 100% as respondents could select more than one answer.*

TABLE 54: QUESTION 28

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
Life in the Prairie (quarterly City newsletter)	22%	N=282	52%	N=658	26%	N=325	100%	N=1264
City Website (edenprairie.org)	45%	N=563	39%	N=490	16%	N=205	100%	N=1257
City News email/text subscription	40%	N=497	31%	N=380	29%	N=361	100%	N=1239
EPTV government access cable channel	2%	N=27	12%	N=153	85%	N=1052	100%	N=1232
City Council and/or Planning Commission meeting broadcasts	4%	N=45	19%	N=231	78%	N=962	100%	N=1238
Nextdoor	17%	N=212	35%	N=435	49%	N=613	100%	N=1259
Facebook	16%	N=199	29%	N=371	55%	N=696	100%	N=1266
Twitter	5%	N=63	14%	N=176	81%	N=996	100%	N=1235
Other online news sources	12%	N=142	35%	N=420	54%	N=647	100%	N=1208
Parks and Recreation Program Guide (3 per year)	32%	N=397	42%	N=533	26%	N=326	100%	N=1257
Star Tribune	14%	N=173	29%	N=355	57%	N=711	100%	N=1240
Eden Prairie Sun Sailor	13%	N=163	20%	N=248	67%	N=822	100%	N=1233
Local TV/radio stations	16%	N=195	33%	N=416	51%	N=632	100%	N=1243
Word of mouth from family, friends or neighbors	36%	N=454	52%	N=660	13%	N=164	100%	N=1278

**TABLE 55: QUESTION 29**

<b>Are you familiar with the City’s Sustainable Eden Prairie program that works to educate, encourage, and implement practices to protect our environment and natural resources?</b>	<b>Percent</b>	<b>Number</b>
Yes, I am familiar and I have participated	10%	N=133
Yes, I am familiar and I would consider participating	18%	N=232
Yes, I am familiar, but I would not participate	9%	N=120
No, I am not familiar, but I may consider participating	48%	N=629
No, I am not familiar and I would not consider participating	16%	N=210
Total	100%	N=1324

**TABLE 56: QUESTION 30**

<b>If you are willing to participate in the Sustainable Eden Prairie program, please indicate how likely you would be to participate in the following focus areas:</b>	<b>Very likely</b>		<b>Likely</b>		<b>Not at all likely</b>		<b>Total</b>	
Water conservation	26%	N=283	52%	N=565	23%	N=249	100%	N=1097
Energy reduction	30%	N=330	49%	N=529	21%	N=227	100%	N=1087
Solid waste reduction, reuse, or recycling	40%	N=437	43%	N=468	17%	N=188	100%	N=1094
Native landscaping	31%	N=349	39%	N=428	30%	N=333	100%	N=1110

## APPENDIX C: VERBATIM RESPONSES TO OPEN-ENDED SURVEY QUESTION

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

*Question 4: What one thing do you like most, if anything, about living in Eden Prairie?*

### PARKS AND TRAILS/RECREATION CENTERS

- A lot of parks, walking paths.
- access to lakes and trails
- Access to many outdoor opportunities because of all the trail and pathways.
- Access to many parks
- access to nature
- access to outdoor recreation
- access to parks
- Access to parks & trails.
- Access to parks and nature
- Access to parks/outdoor activities,
- Access to recreation, specifically nature trails
- Access to trails and parks.
- Access to walking paths. Combination of city and surrounding open spaces and country...nature.
- Access to walking trails near my home.
- Accessibility to parks and outside activities
- All of the nature areas, trails and parks
- All of the parks and nature trails
- All the nature trails
- All the parks excellent snow removal, I got Mt & live in EP no community.
- Amount of outdoor walking trails
- Beautifully maintained green spaces and outdoor walking spaces
- Beauty of the streets and parks.
- Bike and walking trails everywhere
- Bike paths
- Bike Ride
- Bike trails and parks
- Biking paths and outdoor/nature activities
- Biking trails
- biking trails
- Closeness to parks
- Community Center
- Community Center
- Community center



- Community Center and access to local lakes
- Community Center Pools
- Community Ctr.
- COMMUNITY-SENIOR CENTERS & PARKS.
- Convenient to well maintained parks and trails. Also Convenient to restaurants and shopping.
- Ease of connecting with recreation and parks.
- Easy access to parks and trails
- Eden prairie does a really good job with walking paths, green spaces, and parks. When people come to visit, going for a walk at staring lake park is the best I feel E.P. has to offer.
- Epcc
- Excellent parks and trails
- Excellent parks and trails
- Excellent parks, trails, municipal services, schools. Always so well maintained
- fabulous community center
- Family friendly - parks, trails, education
- Fitness trails to walk, rec. center.
- Good number of parks and recreation options.
- Great area for kids to things. Park, Community center, trails
- Great park systems
- Great parks and trails
- Great parks and trails, proximity to the rest of the Twin Cities metro
- Great parks, trails & (bike & walking).
- Great recreation, park & trails
- GREAT TRAILS/PARKS.
- Hiking
- How spacious it is, the many lakes and waters, the many trails and walking paths
- I can find trails to ride my bike. I feel reasonably safe at this time.
- I like the are where we live since it has a lot of outdoor areas including trails and parks.
- I like the many walking trails in the many parks of EP.
- I like the Park System
- I like the trails available for running/riding bikes
- I love all of the community ed / parks and rec programs that are available. I also love our neighborhood - it has a great sense of community and everyone is always willing to help.
- I love all the access to trails and parks here. Love the lower housing density because of that.
- I love going on all the trails because they are well maintained and extensive
- I love our parks and their proximity to every neighborhood
- I love the parks and walking areas
- I love the parks and walking trails.
- I love the parks, trails, and open spaces, and the sidewalks present in many locations that make it easier to walk places.
- I love the trails and the parks
- It's parks and convenient shopping
- I've lived here for 37 years, so it feels familiar and comfortable. I like the easy access to parks and bike trails.
- kids parks, trails, community center, good roads, community classes
- Lakes and trail system
- Lakes parks.

- Lakes, trails, community center, layered services, churches, wooded areas, people
- Living near parks & trails.
- Lots of parks and lakes
- Lot's of walking/biking trails
- Love parks and trails
- Love the parks
- Love the parks and trails
- Love the parks and trails, safety of the city.
- Many activities/parks for kids
- Many parks
- Me: Excellent design and maintenance of trails, parks, and roads. My wife: Our neighbors
- My proximity to walking and bike riding places. They are near and yet you have a feeling of being alone in nature.
- Natural Areas and paved walkways through those areas
- Natural areas with habitat for wildlife especially Staring Lake and Outdoor Center and Purgatory Park natural trails around the lake.
- Natural hiking trails
- Natural hiking trails
- Natural spaces - parks, trails, etc.
- Natural trails (conservation areas).
- Natural walking paths.
- Nature rails, parks
- Nature trails
- Nature trails
- Nature walks. The bike and walk paths are my main reason for liking EP
- Neighborhood parks, trails and nature areas
- Number of City Parks.
- Number of parks and walking trails within the community.
- Opportunities for outdoor activities such as biking and hiking conservation areas.
- Opportunities to be active, both indoors and outdoors.
- outdoor activities. trails, paths and parks
- Outdoor activities...walking trails,, lakes and playgrounds, and dog parks.
- Outdoor opportunities including papa and trails
- Park & trail system
- Park and lake Trails
- Park and trail system
- Park System
- Park system
- Park system
- Park systems and open spaces
- Parkland
- Parks
- Parks
- Parks
- parks
- Parks
- Parks

- parks
- parks
- parks
- Parks
- Parks
- Parks
- Parks
- Parks
- parks
- Parks
- Parks
- Parks
- Parks & green spaces.
- Parks & Rec system.
- Parks & trails
- Parks & trails
- Parks & trails.
- Parks and biking/walking trail.
- Parks and green space
- Parks and green space.
- Parks and lakes
- Parks and land by the river
- Parks and Natural areas
- Parks and natural environment.
- Parks and nature
- Parks and nature areas
- Parks and nature reserves
- Parks and open spaces.
- Parks and paths for walking and recreation.
- parks and paved walking trails and sidewalks. The best thing about where I live in Eden Prairie is its proximity to Chanhassen.
- Parks and Recreation
- Parks and recreation areas
- Parks and safety
- Parks and schools
- Parks and traila
- parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
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- Parks and trails
- Parks and Trails

- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails
- Parks and trails are beautiful
- Parks and trails, lakes - the nature areas that have been preserved
- Parks and trails.
- Parks and trails.
- Parks and trails.
- Parks and trails.
- Parks and trails.
- Parks and trails. accessibility to highways.
- Parks and trails; undeveloped areas
- Parks and walking paths
- Parks and walking trails
- Parks and walking trails
- Parks are good! Well maintained city overall. Decent school but could be better: see our neighbor Minnetonka.
- Parks are kept up.
- Parks are nice
- Parks are plentiful and well maintained, it's clean with many amenities nearby.
- Parks trails neighbors friends
- Parks, lakes, access to nature
- Parks, adult recreation, trails
- parks, bike and walking trails
- Parks, bike trails
- Parks, Community Center Activities, Bus Facilities, Ease to get to places, Safe
- Parks, lakes and hiking options. My neighborhood.
- Parks, natural areas
- parks, open areas
- Parks, trails & lakes
- Parks, trails & natural areas.
- Parks, trails and walking ability
- Parks, trails for walking.
- Parks, trails, and green space; ease of being able to
- Parks, Trails, Lakes and open spaces
- Parks, trails, LRT
- Parks, trails, sidewalks
- Parks, trails, walking/riding paths
- Parks, walking/running/biking trails, and community center

- Parks.
- Parks.
- Parks.
- Parks.
- Parks.
- Parks. Maintenance.
- Paths & sidewalks for walking.
- Physical parks & park programs.
- Plenty of parks.
- Proximity to parks, EPCC,
- Proximity to Round Lake Park
- Proximity to what I enjoy in nature, parks, community, shopping
- Purgatory park
- Recreation - parks; community center, etc
- Recreational opportunities trails, parks
- Running trails
- The [?] set parks very lovely city.
- The access to outdoor parks and paths.
- The amount and quality of parks and trails
- The beautiful parks and outdoor areas
- The beautiful trails and parks, the library, and the schools!
- The beautifully taken care of outdoor spaces and sense of community.
- The best thing about living in Eden Prairie is all the city parks, paved trails and preserve areas.
- The city does a great job of maintaining trails and parks - green space.
- The Community Center (before the pandemic)
- the easy access to parks and bike/walking trails from home
- The hiking trails and numerous parks.
- The integration of the city with many nature trails, preservation areas, parks, lakes, etc
- The lake paths, trails, parks and playgrounds!
- The lower purgatory nature trail.
- The many parks and recreations areas
- The many parks and trails.
- The many public parks
- The natural spaces and walking paths. Convenience to local shops.
- The nature trails.
- The nature trails/paths, outdoor center and community education
- The number of parks and trails
- the numerous parks and lakes
- The outdoor trails, parks and lakes
- The park system
- The park system.
- the park systems
- The parks
- The parks
- The parks
- The parks
- The parks
- the parks

- The parks
- The Parks
- The parks & paths.
- The parks (natural areas).
- The parks and walking/biking trails
- The parks and Anderson preserve
- The parks and natural spaces
- The parks and path systems
- The parks and the nature in it. Staring, Miller and Riley are a few examples.
- The parks and trails
- The parks and trails
- The parks and trails
- The parks and trails
- The parks and trails
- The parks and trails
- The parks and trails
- The parks and trails are great.
- The parks and trails near our neighborhood
- The parks and trails system and close to the highways.
- The parks and walking trails
- The parks and walking trails.
- The parks and lakes and being able to enjoy them with family
- the parks, outdoor entertainment
- The parks, trails and natural areas
- The parks.
- The parks. so many parks and they are well taken care of.
- The parks: there are a lot of them and they are very accessible
- The safe and user friendly paths and parks.
- The trail system
- The trails & parks.
- The trails / parks
- The trails and access to water
- The trails and parks
- The trails and parks.
- The trails for running and walking.
- The trails, parks, playgrounds
- The trails/parks!
- The walking trails.
- The wonderful parks and trails.
- The wooded areas, parks and walking paths
- Three things: the parks, the light rail, and the public library. Love the light rail, but need a community bus service to connect to the terminal!!
- Trail access
- Trail system
- Trail system
- Trail system for walking and biking
- trails

- trails
- Trails
- Trails
- Trails
- Trails & lakes.
- Trails & Parks
- Trails & parks.
- Trails & parks.
- trails and outdoor activities
- Trails and Parks
- Trails and parks
- Trails and parks
- Trails and the community beach/swim area
- Trails biking and hiking.
- Trails to walk on, and being close to freeways.
- trails, access to shopping and main roads
- Trails, Parks.
- Trails, paths, nature areas.
- Trails, trees and parks
- Trails.
- Trails.
- Trails/Areas to walk
- Visit the parks
- Walking & biking trails, parks.
- Walking and biking
- Walking and biking trails
- Walking around Staring Lake Park.
- walking paths
- Walking paths
- Walking paths
- walking paths, outdoor opportunities
- Walking paths.
- walking trails
- walking trails
- walking trails
- Walking trails
- Walking trails
- walking trails
- Walking trails
- WALKING TRAILS/BIKING TRAILS.
- Walking/ Biking trails
- Walking/biking paths
- We love the many updated playgrounds and parks.
- Wonderful parks.

## CONVENIENT LOCATION, PROXIMITY TO JOB/FRIENDS/FAMILY

- 90% of what we need is a short drive from where we live.
- Access to both downtown Minneapolis as well as rural outstate with relative ease.
- Access to everything
- Access to freeway.
- Access to freeways
- Access to freeways and closeness to activities in south western suburbs.
- Access to highways, clean & friendly; safe.
- Access to highways/downtown/airport and lots of nature
- Access to lots of options (close to cities, but suburban and with nice trails)
- Access to metro area and western suburbs.
- accessibility to both the city and the country
- Accessibility
- Accessibility to a variety of activities and in close proximity to the Twin Cities
- Accessibility to airport and downtown Minneapolis
- Approach to all the places like mall, Costco fitness airport etc.tennis and parks
- Availability to total metro & smaller [?].
- Being recently retired, I am able to find virtually everything I need in Eden Prairie without having to travel to other parts of the metro area.
- bike trail is connected to minneapolis
- Central City to get to most places.
- Central Location in western suburbs
- Central location of most businesses in EP center.
- Close enough to cities but safe suburb
- close to a lot of highways and businesses no matter where you live
- Close to business use every day.
- Close to everything
- Close to everything
- Close to everything you need. Great community feeling.
- Close to freeways and shopping
- close to health care
- Close to major highways and roads
- Close to mall, walking trails, takeout restaurants.
- Close to Minneapolis and the orchestra and theaters.
- Close to my family.
- Close to the downtown Minneapolis, but still smaller feel.
- close to work and airport
- Closeness to the activities I attend and participate in.
- Commute to other cities.
- convenience
- convenience
- Convenience
- Convenience of all amenities
- Convenience of all necessities.
- Convenience of lakes, parks, trails, shopping etc.
- CONVENIENCE OF NECESSITIES.
- Convenience of shopping and access to major Highways.



- convenience to amenities
- Convenience to everything we need
- Convenience to everywhere I need to go, very central
- Convenience to get to all areas of metro. Also the people/residents.
- Convenience to major highways
- Convenience to metro area
- Convenience, access to places.
- Convenience, good city opportunities for children, school system.
- Convenience.
- Convenience.
- Convenience. As a working professional and parent, I love having retail stores I need to access only 5-10 minutes away. I can go from store to store efficiently. If I want to attend a city council or school board meeting, it's easy to do so after work. When I lived in southwest Minneapolis (and even when I lived downtown), nothing was near me. I spent my weekends driving into other cities - Edina, Bloomington, Richfield - for groceries, household goods, etc.
- Convenient access to walking paths.
- Convenient and open
- Convenient location
- Convenient location to the places/people I visit
- Convenient location. Close to the city without feeling too cramped.
- Convenient locations.
- Convenient to 494
- Convenient to everything.
- Convenient to get to work, friends, family, shopping
- Convenient to stores, gas stations, etc.
- Convenient to the freeways.
- CONVENT TO WORK.
- Convenience
- ease in which you can get to main roads, 494, 168, 62
- Ease of access to freeways, shopping, restaurants and the natural setting in the area that I live.
- Ease of access to places I need to get to
- Ease of getting around area
- Ease of getting around.
- Ease of getting places
- Ease of location, safety and beauty.
- EASE OF MOVEMENT BY AUTO IS EXCELLENT, NOT SO MUCH BUT PUBLIC REGULAR, TRANSPORT. AS I AGE THAT WILL BECOME MORE IMPORTANT. THE LIBRARY IS VERY GOOD, CONVENIENCE TO MAIN SHOPPING HUBS OF RIDGEDALE, SAM'S CLUB (SHAKOPEE), AND MINNETONKA (FORMER HOME) IS EXCELLENT AS WELL.
- Easy access to daily living needs
- Easy access to everything.
- Easy access to freeways, shopping etc
- Easy access to the rest of the metro. Clean, safe place to live.
- Easy to drive in and lots of safe walking paths
- Easy to get around, plenty of shopping
- easy to get places from Eden Prairie, close to my work
- Easy to get to anywhere in the twin cities.

- Everything I need is here.
- Everything I need is within a short distance of my home.
- Everything is close by
- Everything seems easy & convenient to get to.
- Everything that I want and need is here, except for a few entertainment things that are in Mpls and St Paul.
- everything we need on a daily basis is close at hand
- Everything you need is here.
- Geographical location.
- Good roads, can get to many locations easily
- Great location within the greater metropolitan area
- Great location!
- Having family nearby.
- I don't live in Eden Prairie, but I use the airport and surrounding businesses often. It is what I like most because it is easy to get to and it has everything I need.
- I like suburban life, close to the "city life" of Mpls. I look forward to the completion of the train into the city.
- I like the amenities of a big city (shopping, restaurants) yet the neighborhoods are quiet and full of nature.
- I live in Summit Place Senior Campus, close to everything, and we are blessed with Police and Fire immediately at our facility!
- I love having a home with woods and a pond and excellent green space, but I can still walk to dozens of stores and restaurants
- It has a bit of everything!
- It is a nice place to live and is convenient to the rest of the Twin City area.
- Its a central point between the suburbs and the cities. 20 min from downtown. 20 min from Chaska
- It's close to my job.
- It's close to our children
- It's location - easy to get anywhere from here. A good mix of business, residential and hospitality.
- Just about everything I need is within a three mile radius of where I live; my dentist is about four miles away.
- location
- Location
- location
- location
- Location
- Location
- Location
- Location
- Location
- Location
- Location
- Location
- Location
- Location
- Location
- Location and ability to easily get to all areas of the Metro
- Location and easiness to get to anywhere in the Twin Cities
- Location and transit options
- Location in metro area, near to shopping, healthcare, job.

- Location of Eden Prairie
- location to places out of Hennepin county
- location to business
- Location to everything else
- location to other areas I frequent
- Location to other areas in twin cities.
- Location to the twin cities.
- Location with access to highways.
- Location within the metro.
- Location, bike and walking trails
- location, location, location
- Location.
- Location.
- Location.
- Location. I live right by major highways, but still close enough to get away from the bustle too.
- Location; natural setting of my neighborhood
- Most of what I need is in the area
- my family and job are here
- My place is close to 212 & I can get anywhere quickly.
- My short commute to work is ideal.
- Near to my work - all the stored stops in- Hwys; near fire station too.
- Nearness to everything but yet can escape to my home peace and quiet.
- Nice community close to the airport, downtown Mpls, easy to get around.
- Overall location
- Proximity to shopping, airport, freeways north, south, east and west.
- Proximity to all our needs.
- Proximity to amenities
- PROXIMITY TO CREATOR METRO AREA ACTIVITIES.
- Proximity to Crosstown is 494 Hwy.
- proximity to downtown
- Proximity to everything around us.
- Proximity to friends in other cities near here
- Proximity to goods & services.
- Proximity to metro
- Proximity to most things.
- Proximity to my children.
- Proximity to work and recreation in Ep and Twin cities.
- Relatively easy access to most things from grocery to healthcare
- The airport is close
- the convenience we have for walking to many places.
- The proximity to Minneapolis combined with the amazing amenities and nature.
- Two things: One: Convenient to 95% of commerce (shopping/health/dental care/pet care/walking trails/fitness/pet parks) of what I do regularly as well as alternative ways of getting there; Two: I feel safe in my neighborhood and in most of Eden Prairie.
- walkability and it is quick to get downtown and quick to get out of town

## SCHOOLS

- Early childhood education.
- Eden Prairie High School
- Education
- Education is excellent.
- Education opportunities.
- Education system
- Education system and the ease of traveling to other cities. Location within the Greater Twin Cities area.
- Education system provided for children
- Education, esp the teachers my children have had.
- Education, parks, sense of community
- Educational system.
- Excellent early childhood education and overall education in general.
- Excellent School
- Excellent school system
- excellent schools
- Excellent schools
- Excellent schools
- Excellent schools for my kids
- fabulous school district
- Good public schools.
- Good schools
- good schools
- Good schools
- Good schools, but the school Zones make the schools population of students no optimum
- Good schools, great people, well designed city with lots of amenities close by, lot of parks for kids to play, walking trails big list.. great city to live
- Good schools, shopping
- Good schools.
- Good schools.
- Good schools/ community education and parks/ trails
- Great school system!
- Great schools
- Great schools
- Great Schools
- Great schools
- Great schools and location of businesses.
- Great schools for the kids, lots of community activities.
- Great schools, safety, environment, recreation
- GREAT SCHOOLS.
- Great schools.
- High quality of life, good schools, parks, restaurants.
- High quality School system & Educational opportunities.
- I appreciate all to schools have to offer.
- I do love the school and the walking trails.
- I enjoy the community center and all the outreach by the schools, police and fire departments.
- I feel like I know the people in my area of town and at my children's school.

- I like the school system for my daughter.
- I moved my family to Eden Prairie because of the school system in 1997. Both of my children are graduates of Eden Prairie High School.
- I think my kids got a good education which has served them well in college
- It has a great school district with many opportunities for my child
- It was/is a good school system K-12 for raising children.
- Kids education.
- Living close to the High School
- Our excellent schools.
- Our sons education
- Overall quality of schools, access to shopping, access to main highways to Minneapolis, airport, etc.
- Parks, School and close to work places.
- Police, fire, and schools are great.
- Proper values steady, school are solid but room for improvements, shopping center
- Public School
- Public schools
- Public schools
- Public schools are amazing.
- Quality of schools
- Quality of schools.
- Quality of schools.
- Quality of the schools
- Quality of the schools.
- RAISING CHILDREN/ SCHOOL SYSTEM.
- Recreational opportunities for Kids. School District
- Reputation of school district, although I've heard that reputation is quickly changing.
- Safety and school system.
- Safety, parks, schools
- Safety, schools, parks.
- School district
- School system
- School System - even though our kids are now out
- School system and opportunities for my kids
- School system for kids
- School system, neighborhood
- School system.
- School systems
- Schools
- Schools
- Schools
- Schools
- Schools
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- Schools

- Schools
- Schools
- schools
- Schools
- Schools
- Schools
- Schools & Round Lake Area.
- Schools and amount of activities
- Schools and athletic programs for youth.
- Schools and quality of life.
- Schools are excellent!
- Schools, Community Center, wide range of activities for kids, safety, freeway access
- Schools, Library, Parks, Trails and Green belts
- Schools.
- Schools.
- Strong public schools
- The education for our children, the cleanliness of the city.
- The education system.
- The neighborhoods, parks, and school system.
- The public schools.
- The school district
- The school system is excellent. Except for narcissist Mark Brey. He does not belong in EPHS or any classroom for that matter.
- The schools
- The schools
- The schools
- The schools and parks
- The schools are great, although a lot of leadership has changed. I hope that doesn't negatively change how the schools function in the community. But there is always room for improvement, so the change could potentially be good.
- The schools are the #1 draw to EP for us.
- The schools community parks the people
- The schools were good when our kids were younger. It is convenient to downtown and most of the metro.
- The schools, and general safety.
- the schools, and the balance between neighborhoods/nature
- The schools.
- The schools.
- The sense of pride including excellent schools.
- The town, schools and people friendliness.
- There are so many opportunities for education, shopping, parks etc.

## FEEL SAFE

- Away from Minneapolis/St. Paul where riots, protests, assaults, and car-jackings are very common.
- Beautiful, safe community which mostly respects natural resources.
- Community is safe, clean and attractive
- Community safety and opportunities to explore fun activities.

- Difficulty of crime and homeless populations in getting to the area
- EP is a very safe, clean and family friendly city. Opening of the new SCHEELS at the mall was a fantastic addition.
- Fairly safe, fairly quiet... The schools are considered one of the best however they are far from perfect socially, regarding diversity, the income gap makes things very hard on the kids and families. PROP deserves its props for the support it's giving the community. Huge asset!
- Feel safe
- Feeling safe
- Feeling safe
- Feels safe
- Good, safe community
- Has been safe despite unrest in other areas nearby
- I always feel safe here.
- I feel it is as safe here as you are going to find it anywhere.
- I feel safe and things I need are very accessible.
- I feel safe here
- I feel safe here and people are friendly.
- I feel safe in my neighborhood
- I feel safe in my neighborhood.
- I feel safe. The parks and trails are amazing.
- It is a relatively safe area to live in.
- It is safe and clean and well cared for.
- It's a safe community and people all look out for each other.
- It's beautiful and relatively safe
- Less crime than in other metro areas, yet close in
- Low crime
- LOW CRIME.
- Overall feeling of being safe.
- Overall sense of security plus general attitude and spirit among residents
- Public safety
- Quite safe. Has everything I need.
- Reasonably safe
- relative safety and quiet
- Safe
- Safe and well run city
- Safe community
- Safe community
- safe environment
- Safe living environment.
- Safe place to live
- Safe place to raise kids.
- Safe suburban living
- safe, nice, lots of walking and bike trails
- safe, well run suburb
- SAFE/COMFORTABLE PLACE TO RAISE A FAMILY.
- Safely - the Eden Prairie PD is excellent and needs to be fully supported by the City and Community. Quality police protection is essential for a strong and viable community.

- Safer
- Safer than Minneapolis for now
- Safety
- Safety
- Safety
- Safety
- safety
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- Safety
- safety
- Safety
- safety
- Safety
- Safety
- safety
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety & Cleanliness
- Safety & Ease of getting to places we use.
- Safety & police.
- Safety (few violence crimes) few gun violence.
- Safety and close to everything
- Safety and quality of life
- safety and security
- Safety neighborhoods. Great school district. Parks and trails.
- Safety!!
- Safety, community center, easy access to shopping, restaurants, grocery stores, nice aesthetic appeal
- safety, nice community, friendly people
- Safety, stability, great place to do business.
- Safety, stability, great place to do business.
- Safety.
- Safety.
- Safety.
- Safety/Security
- Safety-good store (mall).
- Security and city maintenance.
- Sense of safety, the ease and quality of life.
- The feeling of safety
- The safe and secure feeling, low crime rate.
- The safety in Eden Prairie is fairly good, at least for now. I anticipate this will change as the light rail starts running to Eden Prairie.



- The safety of the community.
- The Security

## OPEN SPACES AND NATURE/WILDLIFE

- All the wildlife in my back yard.
- amount of open space, park land, thought that went in to planning the city
- Be outside in green spaces
- Being close to nature.
- Close to nature
- Eden Prairie offers so many places to participate in outdoor and nature based activities.
- Environmental appreciation, beauty, open spaces
- Familiar settings and outdoor life
- Green space
- Green space
- green space
- Green space
- Green space
- Green space and location
- Green space, parks, lakes, curvy neighborhood designs (and cul-de-sacs).
- Green spaces
- Green spaces and parks
- Green spaces in residential neighborhoods
- green spaces: parks, nature reserves, lakes
- Greenspace.
- greenspaces and parks, and the attention to detail with regards to plowing and general maintenance
- How nature has been preserved
- It's natural open spaces- deer snow right out my window.
- Living on Lake Mitchell
- Lots of green space
- Lots of open space, good planning, friendly people.
- Love the wildlife and church neighbors
- My home on five acres is a mini wildlife preserve
- natural protected green spaces
- nature
- nature
- Nature
- Nature and environment
- Nature and Park availability.
- Nature and parks and trails
- Nature and trails
- Nature areas
- Nature areas
- Nature areas and trails
- nature areas that are well maintained
- Nature preserve by my house
- nature, it was more quiet in the past, but that has changed so thinking of moving

- Nature, parks, restaurants, light rail, SW transit
- Natures
- Nature's habitat among city life.
- Open spaces
- open spaces
- Open spaces and well designed parks
- OPEN SPACES, PARKS, BIKE & WALKING PATHS.
- Open spaces; nature.
- Overall natural environment
- public green spaces
- Remnants of the Big Woods.
- So much nature while at the same time being close to everything. And schools. Couldn't pick just one.
- So much open public space
- Staring Lake
- The balance between open spaces (such as parks) and development.
- The city planners did an excellent job in preserving green spaces. The parks systems are wonderful. We are an excepting and diverse community.
- The close proximity to the lakes and all the walking trails.
- the commitment to green space, above-average park system and accessibility
- The feeling of living near wildlife while still having all the amenities we need nearby.
- The large amount of natural environment and parks.
- The marsh convenience of stores.
- The natural areas.
- The natural environment
- The natural environment and easy access to exurbs and countryside
- the natural environment around us, parks, lakes, and trails and woods -- although in the last couple years more and more of those areas are being destroyed by more developments resulting in clear cutting trees and the natural landscaping. My opinion on the quality and beauty of EP is going down with every new development added.
- The natural preserves and space in neighborhoods.
- The nature- all of the benefits of living in the city but with the readily accessible option of being immersed in nature and able to forget you're in the city!
- The nature spaces.
- The preservation of land and excellent parks.
- The trees. There are so many more mature trees compared to other nearby cities, especially in the metro suburbs.
- The wildlife in the reserves, lakes, open spaces.
- The wildlife, having a wooded area in our backyard.
- The wildlife.
- Trees, lakes, resources
- wetlands, landscape
- Wildlife, trails

## SCHOOLS

- Eagle Heights Spanish Immersion
- Eden Prairie has everything and the schools are great; very supportive of students.
- Education
- Education opportunities.
- education; choices of activities for all ages and likes
- Excellent high school
- Excellent schools & sports programs.
- Excellent Schools, parks, and recreation.
- Excellent schools, parks, and sense of community - ideal for raising a family.
- Good school
- good schools
- Great place to raise a family. Good schools, a lot of opportunities to engage in a variety of different activities
- Great school and ECFE programs, mid-high income families
- Great schools
- great schools
- great schools
- Great schools, walking trails, natural areas, most conveniences are within city limits.
- Great schools.
- Great schools. Good restaurants. Great trail system.
- I like how our high school and all the athletic fields and areas are all on one campus. Not placed throughout our city. I like that we have 1 high school and not multiple to decide our kids.
- I love how wonderful Eden Prairie is for families, from the schools to all of the family friendly offerings Parks and Rec.
- It is a great place to raise children. The schools are phenomenal.
- Our schools / teachers are top notch!!
- People support the school system.
- Public school system.
- Public Schools, teachers
- quality of education, schools and teachers
- Quality of public schools
- Quality of Public School System
- Quality of Schools
- Quality of schools
- quality of schools (as long as it sustains and improves....)
- Quality of the schools
- Quality schools & parks.
- school district
- School district
- School districts.
- School system and nature (park and rec/trails/CE)
- School system and summer camp opportunities.
- School system. Sense of community.
- School.
- Schools
- Schools

- Schools
- Schools
- schools
- schools
- schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools and diversity of the community.
- Schools and parks are excellent
- schools and trails
- Schools!
- Schools, parks and trails
- Schools.
- Schools.
- Strong schools that prepared our kids very well for college.
- The city is generally well run-good schools.
- The education system and the safety
- The K-12 school system.
- The school system is great.
- The schools
- The Schools
- The schools
- The schools
- the schools
- THE SCHOOLS ARE GREAT AND HAVE EXCELLENT SERVICES FOR CHILDREN WITH SPECIAL NEEDS.
- The schools!
- The sense of pride associated with the high school and it's overall academic and athletic success

### CITY SERVICES, EMPLOYEES, PROGRAMS, AND EVENTS

- Adult activities - community band, community theater
- city communication and number of parks
- City Hall reps often offer help.
- City Services
- City staff, do great job maintaining parks, roads, plows, police, etc.
- Community enrichment offerings for kids and adults
- Community services are awesome, can always count on things getting done and not disappointed. Have lived in EP for much of my life, going through all twelve grades of school here. Consider it home and always will. Our street is plowed immediately when it snows! Everyone we call at City is so warm and friendly, plus helpful.
- concerts at Staring lake
- Confidence in local govt and city services.
- Drinking water is good.

- E P senior center before the pandemic
- Eden Prairie Senior Center
- EPPD
- Excellent city services especially parks/trails, street snow removal and street maintenance and Excellent school district.
- Excellent city services
- Excellent first responders, shopping, parks, beauty.
- excellent police and fire
- EXCELLENT POLICE FORCE.
- Exceptional police and fire!
- Fabulous Police
- Fourth of July Celebration
- Go to summer concerts at the amphitheatre! Wish they started earlier in the summer and ran even later.
- government is well organized and working on doing the right things
- Great Public Services
- How quickly the city responds to road conditions-sand, salt, plow
- I love how the city manages public areas and features. Things like roads, sidewalks, trees, and parks stay very well cared for.
- I think burying the electrical power lines was a great idea and prevents many outages during storms
- It feels like a small town with a lot of activities.
- Its high standards for development and management of the city
- It's our second winter in Eden Prairie and I'm very happy with how fast the crews plow the roads after a snow.
- Mayor and City Council act in City's best interest: no partisan gridlock.
- NON-PARTISAN Government
- Opportunities for kids (enrichment, activities).
- Our City Counsel gets things done.
- Our wonderful and mindful ity Council
- Overall public services are top notch.
- Police & snow removal
- Police department
- Police response, natural assets...trails, parks, road maintenance
- police, fire, city services
- police, safety, well kept, good government, education, parks and recs.....and more
- Public services, especially drinking water, the community center and schools
- Public works! Parks are clean, snow is plowed so fast and the water treatment plant saves so much money on pipes, filters and maintenance
- Quality of services
- QUICK RESPONSE OF EMERGENCY SERVICES.
- Recreational and educational offerings (concerts, ourdors opportunities, art center &N community ed. classes) for adults.
- Recreational options and schools
- Run by good people.
- Services, parks and trails.
- SERVICES.

- Snow removal
- Snow removal and city streets sweeping.
- the city gov't is extremely responsive to SeeClickFix requests!
- The Fire Department
- The involvement our police department in our community. They are extremely respectful and kind and responsive when called on.
- The Mayor's willingness to listen to people.
- The transit system.
- The way the entire city works together. The email info, the street maintenance---everything is well maintained and clean.
- There are a lot of great things about living in Eden Prairie but the thing that I appreciate the most, compared to surrounding communities (Bloomington aside), is that the Eden Prairie water treatment facility softens the water for residents. It provides a tremendous value for businesses and residents.
- Thoughtful city management, schools, Community Center, Parks & trails!
- Very good communication between city officials and residents
- water quality

### FRIENDLY PEOPLE, SENSE OF COMMUNITY

- A good sense of community and activities for all
- A nice friendly place to live. I feel safe.
- Church and neighbors.
- Comfortable atmosphere
- Community
- Community
- Community
- Community
- Community
- Community and proximity to both commerce and nature
- Community of friends.
- Community stability
- Community strong-safe.
- Culturally diverse.
- Diversity of age: cultural groups.
- Diversity! Eden Prairie Community Center
- Even without a "downtown" area, there is a great sense of community.
- Family centered community
- Friendliness and community support, safety
- Friendliness of people throughout our city.
- Friendly people.
- Friendly, access to everything, clean and community.
- Friends
- Generosity of community Local access to most all that I do/need.
- good community and large presence of health care company and emerging start up companies and good maintenance of park
- Good equalized middle-class community.
- Good neighbors.

- Good people.
- good, hard working people, honest, helpful and volunteer oriented, safe, not so far out that it is a chore to get to downtown or airport
- Great place to raise children and respect everyone has for each other
- increasingly diverse residents
- It's a stable community with an educated population
- Kindly caring neighbors.
- Most people here have hope about the future and do good
- My awesome neighbors.
- my neighbors
- My Neighbors
- my neighbors & nearness to wildlife
- Neighbors
- Neighbors
- Neighbors
- Neighbors.
- Our neighbors
- our neighbors and access to both nature trails and businesses
- our neighbors and proximity to things we like to do
- people
- People
- People
- People
- People and community
- People are friendly, helpful and courteous
- People care about the community. Eden Prairie means something to people and that is important as national politics become more divisive. Having a sense of community among people with differences, who you can look in the eye is important.
- People friendly.
- Sense of community
- Sense of community
- Sense of community
- Sense of community
- Sense of community and nature
- sense of community and safety
- Sense of community and trail system
- Sense of community in my neighborhood and parks.
- Sense of Community,
- Sense of community.
- Sense of community.
- Strong community involvement.
- The community
- The community
- The diverse community.
- the diversity of people and restaurants
- The diversity of people.
- The feeling of community

- The liberal supportive community
- The people
- The people.
- The sense of community
- The sense of community
- The sense of community.
- The sense of community.
- We just did overall atmosphere as a community.

## QUIET AND PEACEFUL, CLEANLINESS/UPKEEP

- A very well managed city overall. Everything is very well maintained.
- Calm, quiet, safe, neighborly, supportive of families.
- Clean and feel safe
- clean and safe
- Clean and safe environment for raising a family
- Clean and safe with few areas that are unkept.
- Clean and safe.
- Clean cities & safe cities.
- Clean city, great streets.
- Clean efficient, Eden Prairie is well maintained.
- Clean, good community services, safety
- Clean, safe
- clean, safe, well-run city, close to a lot of activities
- Cleanliness
- Cleanliness of neighborhoods.
- CLEANLINESS, SNOW REMOVAL ON STREETS.
- CLEANLINESS, WALKING TRAILS, SHOPPING & DINING OPPORTUNITIES.
- Cleanliness; security of fire and police and ambulance
- Everything is well cared for; the city does a great job maintaining its property.
- How calm and quiet community is.
- how clean the city is and how many parks we have.
- I like how clean the area looks. The landscaping is what brought me here.
- It's clean and well maintained. Excellent parks
- It's pretty quiet, and it's easy to get to Minneapolis, bloomington, and Saint Paul, and I'm very much looking forward to the light rail expansion.
- It's quiet
- It's usually relatively quiet.
- Most places are kept neat, people respect property. As long as we have good wage earners who respect neighbors and property.
- Nice and quiet
- overall cleanliness
- overall condition of the neighborhoods and businesses
- Peace and quiet.
- Peaceful place and good neighborhood
- peacefulness
- QUIET COMMUNITY
- Quiet with nature near by



- Quiet, safe
- quiet, safe
- Quite.
- Quite.
- Relatively quiet, yet close the bigger cities.
- The clean and safe neighborhoods. Sense of community.
- The upkeep of everything.
- WE LIVE IN A QUIET NEIGHBORHOOD WITH EASY ACCESS FOR DRIVING AND WALKING.
- Well kept city, ease of moving place to place.
- Well maintained
- Well maintained streets, parks and community facilities
- Well managed, fairly diverse community with with excellent access to all necessary amenities in life, including outdoor recreation.
- Well run city.
- Well run, well maintained City, good mixture of green space and business. Not much Industrial. Has a safe neighborhood vibe.
- You can easily get away from the congestion into a quiet area of your choice.

### SHOPPING/RESTAURANTS/LOCAL BUSINESSES

- A good selection of retail and restaurants as well as parks and rec. Virtually everything you need.
- A healthy mall. The light rail will be a big boon.
- A suburb feel that has a nice trail system with the mall and places to eat.
- Access and availability of shops, restaurants, etc.
- Access to shopping, transit to downtown & quality of restaurants.
- All the stores I frequent are very close
- Almost every kind of shop within 3 miles of of radius; Parks; Walking trails
- Availability of all the stores
- Availability of businesses
- Availability of dining options.
- available businesses
- CLOSE TO RESTAURANTS & THE MALL.
- close to retail
- Close to shopping mall, grocery store, pharmacy, library and resturants
- Close to shoppings.
- closeness to stores
- convenience of shopping and other services
- Convenience of stores
- Convenience to shopping & church.
- Convience of having many shops and restaurants nearby
- Costco
- Ease of getting needed items from stores and restaurants
- Easy access to shopping, parks and recreation.
- Easy accessibility to stores and restaurants.
- Eden Prairie Mall.
- Everything close by shopping, restaurants, ease of getting on freeways.
- Good access to shopping/services.
- Good retail, but mostly chains

- Great shopping mall and parks
- grocery shopping
- Has most or all of necessary shopping.
- Mall
- mall
- Private business here are great, great restaurants.
- Proximity to shopping, entertainment, sports, etc.
- Restaurants
- Restaurants
- restaurants, parks,
- Shopping Conveniently
- Shopping near- safe.
- Shopping.
- Target being at EPC.
- The availability close by of groceries, drug stores, and other retail. I also love all the walking paths, just wish they were a little better cleared of snow and ice.
- The comprehensive and accessible businesses and services
- The mall and Target being together.
- The mall, Cub, Target, Costco and movie theater are all very close to my house
- The stores & church.
- The stores and amenities that are within a mile of my apartment
- This is a very convenient place to live. There are many shops that are easy to access
- use to be restauants
- Variety of shopping.

## NEIGHBORHOOD/HOUSING

- Trees and curving streets in neighborhoods
- Better cost of living in general and housing options vs a first ring suburb I used to live in.
- Family oriented neighborhood, close to Minneapolis
- Good housing prices
- good neighborhoods everywhere
- Good strong housing values
- Great infrastructure - good neighborhoods, parks, and transportation
- Great neighborhood & school system to raise a family.
- I enjoy the relative privacy of my neighborhood
- I love our home and property in an older neighborhood in EP
- I love our neighborhood and all the preserve areas.
- Larger property lots, with moderate feeling of nature
- Like my neighborhood.
- Love the way the residential communities were developed and set back from roads with trees as a buffer
- Modern neighborhoods
- My neighborhood
- My neighborhood
- My neighborhood and proximity to parks and businesses I frequent
- My neighborhood near Miller park feels safe and has lots of walking trails around it.
- My neighborhood!

- My neighborhood, neighbors, parks, walking.
- My neighborhood.
- My neighborhood.
- My neighborhood
- Neighborhood
- Neighborhood
- Neighborhood
- Neighborhood
- Neighborhood
- Neighborhood
- Neighborhoods
- Neighborhoods and outdoor activities.
- Nice neighborhood.
- Our neighborhood
- Our neighborhood
- OUR NEIGHBORHOOD AND NEIGHBORS AND OUR AREA OF EP.
- Our neighborhood.
- Our neighborhood.
- Our quiet residential neighborhood with spacious yards
- Provisions made for neighborhood walkers and bikers, sidewalks and paved paths, numerous attractive parks and trails in most areas of the city.
- Quiet neighborhood
- Quiet neighborhood w/ convince to shopping.
- Quiet neighborhoods
- Quiet small town neighborhoods, natural environment, well planned out neighborhoods, close to cities
- Sidewalks and walking paths
- Spacious
- Spread out homes/lots near enough to court and jobs
- The home we purchased with open area.
- The neighborhoods and number of options in restaurants and retail.
- The woodsy, natural surroundings of my neighborhood, especially near Anderson Lakes. (This would be destroyed if you were to widen Anderson Lakes Parkway so all the traffic would be going 50 mph instead of 35).
- There is a sense that some intelligent planning went into the design and layout.
- We like our neighborhood.
- we were fortunate to live for the last 25+ years in a fabulous neighborhood. Definitely made my 'house' a 'home'.
- Where I live.

## OTHER

- A great place to raise a family
- Addressing Ecological issues and being "Green".
- All it has to offer
- Anonymous Suburbia
- Avoiding the nasty people here.
- Baseball

- Beautiful and full of variety
- Beautiful, vibrant city
- Been here 52 years. Location works!
- Being able to walk around.
- Better senior transportation.
- Big city, smaller town feel
- Choices
- Close in [?].
- Community fails in the larger city.
- concerned once light rail arrives if going to the mall and shopping will be safe
- Design of community
- DESIRABLE ENVIRONMENT.
- Easy to navigate.
- Eco friendly
- Family history here
- family-friendly
- Go out on walks
- Good area for maintaining a residence.
- Good balance of size and quality of life.
- Good quality of life, inclusive
- Great city and making changes to meet growth.
- Great place to raise a family
- I can afford it
- I can see where my tax dollars go...good amenities.
- I don't
- I grow up here and graduated from Eden Prairie
- I Like Eden Prairie as Ambient living city.
- I like having the freedom to plant a garden in my front yard, and the safety to enjoy tending and enjoying it outside by myself.
- I used to feel safe but with the light rail coming there has been more crime
- I used to like having our own Mall. Now it is a shadow of it's former self.
- I USED to like living here, until this past year. I like the combination of lots of natural woods and parks with just enough conveniences, but not too many.
- I used to like the quality of life but then liberal hacks let refugees and illegal immigrants in low cost housing and ruined it.
- I'm not south of the river.
- Increase community activities
- It was a great place to raise kids.
- It's a smaller suburb
- It's beautiful.
- It's home
- It's not a place to live, it's home.
- It's not Minneapolis!
- It's one of the nicer suburbs to live in within the Twin Cities.
- It's pretty small area with most everything I need.
- It's relatively affordable, good parks and amenities
- It's very consent Public Protection.

- Just living here.
- Keeping informed about our history and current events.
- La belleza de sus lugares, la tranquilidad y el bienestar que se respira. Es un excelente lugar para vivir
- Leaving whenever I have the chance
- Less traffic
- lived in EP for 40 years. Moved out as our neighborhood started to go down hill.
- Most everything lived in same home 62 years.
- My house
- nice place to live/retire
- Opportunities
- Our church, uniformly great teachers, large Asian/Indian community, good library and community center, lots of parks and lakes, responsive police, lots of shopping and restaurants
- Outdoor activities
- Over run by Section 8 & Somalians. Have had too much damage done to our house/ neighborhood (many neighbors have) & we don't feel safe
- Pickleball.
- Quality of life
- Quality of life for my kids
- Quality of life.
- Quality of living. Hope it doesn't change like in other places.
- Ray of life.
- Resources such as golf, community center, parks and trails
- Seems to be a bit more progressive. New apartment blgs,, new transit station. I like that it keeps growing.
- Self sufficiency of the city - their own municipal liquor stores, has an airport, a major retail mall, SWMT bus transportation, the regional lakes of EP, and overall well run city.
- Senior Programs Are Strong
- Sense of roots as family lived here since 60's.
- size of city
- Social programs for children
- Sports opportunities
- Suburban living with a lot of amenities
- Summer activities before Covid.
- summer beauty, feeling of safety, family focused
- terrain
- The availability of the many activities that are in the city
- The city has become VERY unique compared to the surrounding suburbs
- The diversity
- The diversity of options
- The familiarity with the places I want or need to go.
- The overall quality of life.
- The population density is lower than in Minneapolis.
- The service complexes.
- The summer concerts
- The taste of the water- It is almost undrinkable- leaves bad taste.
- the weather of summer

- There are a ton of recreation and learning opportunities to be had if you seek them out.
- There is so much to do in Eden Prairie
- There are some unsightly houses that impact the value of others.
- To build more subsidized apartments, especially for senior citizens
- Traffic.
- UPCQ MOVING INTO EOP.
- Upscale low crime - but crime seems to be on the rise now, Light!!
- Urban setting
- USA.
- USA.
- Very [?] to tower.
- Volunteer opportunities
- walkability, bike ability
- We have a roof over our heads, food, and heat.
- We have an economically blessed city; E. P. is very fortunate to be able to deal with life from a position of financial strength.
- We have been here 30 years, so the familiarity is probably what keeps us here
- We raised our 2 kids here, they've grown up now- we're retired and we have no plans to leave!
- Where I grew up but our house, otherwise would never live here!

### DON'T KNOW

- na

*Question 5: What one thing do you like least, if anything, about living in Eden Prairie?*

### NEED FOR IMPROVED/MORE ACTIVITIES, SHOPPING, DINING, RECREATION, PARKS

- 0 public golf courses
- Boring!! Very white bread. Chain restaurants, chain stores. The epitome of a suburb.
- Buckthorn overtaking key visible areas of park system
- Chain Restaurants
- City's emphasis on activities for children, not others.
- Community center
- Doesn't feel like there's a sense of community or city pride. I'd like to see more events like Night to Unite and city organized neighborhood events. More visibility to people in government representing us.
- Edem Prairie Center does not have a Macy's or Nordstrom!
- Eden Prairie business does not have much unique about it - restaurants are mostly chains, shopping is limited to big box stores, and there's no central down town. It feels like the community is built around the mall rather than around the members of the community itself.
- entertainment
- EP in terms of commercial businesses doesn't have that much to offer, many stores feel very dated. There's not many nice local restaurants that would bring people here.
- Even though a large suburb, it does not have as many choices for health oriented businesses such as more health clubs, co-ops, Trader Joe's, etc...
- 'Exciting' things to do in EP. 90% of time we are going elsewhere.
- Fashion shopping
- FEW LOCAL RESTAURANTS IN NORTHERN E.P.
- Geared towards retirement - lots of recent development of senior living. There is little to do (entertainment, restaurants beyond national chains, etc.)
- Grocery stores - not enough high quality. Love Kowalski's but it's not convenient. Wish Hy-Vee would have come in.
- I wish the mall had some more popular stores. I wish we had a health foods store. Fresh Thyme or Whole Foods!
- I wish there were more parks in my neighborhood and a gathering spot or Main Street w walkable stores and restaurants feel like Excelsior on my side if EP
- I wish we had more arts and culture
- In normal time, outside of covid, there is no where to see live music or go dancing in the community. I'm not talking seated concerts but a place my husband and I could go, have a drink, see some live music and maybe even get the opportunity to dance.
- Individual local restaurants. So sick of overpriced chains. Why do the good restaurants go to Bloomington, Chanhassen, Edina.
- It's not super "interesting" - many chain restaurants, nothing specific to come out here for.
- Just a series of malls - difficult traffic situations/routes - no sense of identity/community
- lack of competitive farmers markets
- Lack of cultural/art outlets (live theater, museums...etc)
- Lack of decent grocery stores.
- lack of decent restaurant choices. Not fast food.Lack of local newspaper. What is the EP Sun Sailor? Never heard of it until this survey.

- lack of gas stations in my area
- Lack of good restaurants.
- Lack of independently owned businesses, particularly restaurants.
- Lack of interesting restaurants and bars, actually no local bars I think, too bad. Eden Prairie feels a little "Corporate", "Cookie Cutter"
- Lack of local businesses
- Lack of local restaurants
- Lack of locally-owned restaurants or a variety of- not chains.
- Lack of neighborhood amenities (
- lack of neighborhood/locally owned businesses and restaurants
- Lack of non fast food restaurants
- Lack of non-chain bars/restaurant and lack of downtown feel.
- Lack of "non-chain" restaurants/bars.
- Lack of non-chain upscale restaurants and bars.
- Lack of restaurants- everything is a chain!
- Lack of restaurants.
- Lack of sit-down restaurants
- Lack of small independently owned restaurants
- Lack of unique dining and/or shopping.
- Lack of unique restaurants. There isn't much shopping outside of the Eden Prairie Mall.
- Lack of unique small business dining and entertainment - too many chains, apartments and senior living units.
- lake of restaurants outside of mall area
- Less dog parks
- Limited entertainment and dining options
- Limited non-chain bars/restaurants
- Limited variety of shopping. Most of the mall has empty storefronts, and lots of empty restaurants and businesses throughout community. This was happening prior to the pandemic.
- Living in the Southwest section of Eden Prairie there is not a grocery store that is close to me. All are 10+ minutes away. It seems the majority are all clustered around the town center. It would be nice to have a small grocery store within five minutes since I have small children. Something closer to the airfield or a little west of there. So many houses around to support it.
- Low amount of dining options
- May be have more public events that people can walk-in, pay and enjoy
- mostly chain restaurants
- Need more casual dining experiences
- Need more grocery store options and independent businesses
- need more restaurants
- Need more restaurants
- No cohesive retail areas.
- No gas stations whatsoever in the South-West segment of Eden Prairie.
- No Hospital in such a big city. Shame on Eden Prairie.
- No hospital or emergency room
- No independent liquor stores
- No local news/newspaper - little sense of community.
- No public golf course
- no public golf course



- No real attractions - there's nothing exciting to tell someone to do if they visit.
- no Real Restaurant scene, the mall is outdated (except Scheels)
- No super target and would like more restaurant options
- Not a lot of things to stimulate retirees unless we go to MSP or SP.
- Not enough restaurant choices - particularly area 4
- Not enough restaurants
- Not enough restaurants!!
- Not many locally owned "good" restaurants. More than enough chains. Seems like the demographics would support some quaint foodie restaurants such as you find in Mpls.
- Not many restaurants.
- Number of quality (non chain) restaurants
- Only Community center and membership is very pricy.
- Proximity to shopping
- restaurant choices
- Senior Center facility is below average
- Shopping and dining options limited and outdated
- Somewhat homogenize, especially food.
- The grocery store is 10 minutes away, along with other key retail locations.
- The lack of children's programming with the pandemic has been reduced so much; it's difficult to find childcare options for school-aged children. Cities like Minnetonka and Plymouth still maintain a fair amount of programming. We have a beautiful pool area that only has a few sessions available for every level, while there is no programming most evenings there. There are safe ways to implement these programs, but EP has just given up all together it seems.
- The many empty businesses around town -- they sit vacant for YEARS (ie the Burger King and the restaurant next to Panera at the mall). EP is starting to look like a has-been suburb. Also, are their plans to combat crime that seems to follow light rail routes?
- The Target isn't good
- The vacant Burger Kings and how terrible our Walmart and targets are compared to other cities. Not a fan of light rail either
- There's not a variety of food places like seafood places or chicken fil a in the area.
- Too many chain restaurants and stores
- Too many franchise restaurants. Not enough individuality.
- Trying to find something to do as a young adult besides go to the mall
- variety of restaurants
- very few good, independent restaurants for more upscale dinner dining
- very little small business or retail stores, mostly large chain stores
- Walmart
- We are lacking in non-chain restaurants and keep losing stores for shopping.
- we do not have a park within walking distance, narrow streets.
- We need a farmer's market!! Food truck area @ community center by train stop.
- We need more high end restaurants.
- Wish for snowshoe and mountain bike trails.
- Would love to have a keys cafe and would lots bakery in EP.

## DIVERSITY/INCLUSION, FRIENDLINESS, SENSE OF COMMUNITY, ISSUES WITH FELLOW RESIDENTS

- Cliques neighbors
- Continue to grow sense of community. The Staring Lake activities, 4th of July events, etc, are a good start. Would love to see a sense of a "downtown" imagined. Parades, more frequent community events, etc. Look to suburbs like Maple Grove/Osseo and Lakeville as examples.
- Continue to grow sense of community. The Staring Lake activities, 4th of July events, etc, are a good start. Would love to see a sense of a "downtown" imagined. Parades, more frequent community events, etc. Look to suburbs like Maple Grove/Osseo and Lakeville as examples.
- Crabby superficial neighbors that nit pick about everything about your house not being perfect or up to date....
- Culture
- Delusion of resources to be all things to all comers. Celebrate and focus on maintains EP's heritage. Let folks that move here adapt/assimilate.
- Difficult to meet people.
- diversity is putting pressure on schools
- Diversity propaganda
- Economic imbalance. Racism.
- Entitlement and privilege, discrimination
- Entitlement- some residents are just awful to each other.
- Feeling don't fit in
- Fractured community, lack of affordable housing, disparities between have and have not.
- Hard to get to know people
- hard to make close friends and lack of entertainment
- I do not think we treat all groups equally in this area. We still need to become aware of our biases and change our behaviors.
- I think it's hard to feel a sense of community and find ways to get involved. So many people have lived here for many decades. I wouldn't say I feel looked down upon; just hard to break in.
- I wish neighbors were more friendly.
- its hard to get to know people
- I've been here for 30 yrs and hardly have any friends here - not a friendly community - I'm not a hermit but people here don't leave their homes much. Snooty. Lonely.
- Judgemental residents.
- Lack of community
- lack of community feel
- lack of community in neighborhood
- Lack of community. Huge gap in relevancy of working classes or lower class within any institution or government here.
- Lack of connections
- lack of diversity
- Lack of diversity
- Lack of diversity in race and class
- Lack of diversity in Restaurants - seem to close easily.
- Lack of diversity, low-income housing
- Lack of diversity.
- Lack of diversity.

- Lack of education on diversity and culture, especially among public service workers. There is a very us versus them mentality divided among racial and socioeconomic lines.
- Lack of neighborliness. Neighbors in my townhouse association are exclusive not welcoming
- lack of race/ethnic diversity and that diversity on council
- lack of unity with all cultures
- Lacking sense of community.
- my next door neighbors
- Neighbors aren't very friendly if they don't know you. At least where i live off of Niell Lake Rd. It could have to be with the fact that i am brown and have a terrier looking dog. In general, i stay away from older white people unless they engage me first. But since 2013, it has gotten more diverse. Not alot, but better.
- Neighbors who don't shovel side walks in winter.
- No sense of community, there are. I opportunities for people of color with no children to integrate to the community.
- No sense of neighborhood. People aren't welcoming.
- Nonsocial and judgmental people
- Not a great sense of community
- Not enough diversity
- not enough diversity- blacks
- Not open to diversify.
- Not proud of the new residents of EP who don't respect the core existence of our community
- Not the friendliest people
- overall not a sense of unity, seems like different groups are battling each other instead of the issues at hand
- residents that do not respect city ordinances
- Segregated diversity and lack of farm to table restaurants
- Sense of entitlement on occasion.
- SENSE OF ENTITLEMENT THAT PERMEATES YOUNG PEOPLE AND LONG TIME RESIDENTS. VARIOUS NEW RESIDENTS, ESPECIALLY PEOPLE OF COLOR AND CULTURAL NEWCOMERS, NEED TO BE AS VALUED AS EVERYONE ELSE. TOO OFTEN I SEE OPEN COLDNESS AND HOSTILITY TO THE NEW AND DIFFERENT, WHEN IT INTERRUPTS THE LIVELIHOOD OF WHITE, WEALTHY RESIDENTS WHO SEEM TO ACCEPT THE STATUS QUO AS GOOD FOR THE COMMUNITY IN THE LONG TERM. IT IS DISHEARTENING.
- Snobbiness in some areas of the city.
- Snobbism
- Snobby people living in EP.
- Snobiness.
- Snobs
- superficiality of residents
- that people don't pick up their dog poop
- That is can be a bit conservative and not always inclusive
- The affluent citizens disrespect people in a lower financial bracket.
- The community is not diverse
- The influx of recent resident arrivals who seem to be able to abide by a different "code of ethics" than longer-term residents. This conduct is also observed in the school system as well.
- The influx of recent resident arrivals who seem to be able to abide by a different "code of ethics" than longer-term residents. This conduct is also observed in the school system as well.

- The most Judgemental, closed minded rude people I have ever met.
- The people who think they are above everyone else. Y'all are a bunch of exclusionary snobs.
- The people who think this community should remain a old fashioned farming community and closed to others.
- The sense of community.
- The snooty attitudes, heavy traffic and lack of diversity
- The unexamined privilege, financial elitism, and palpable Islamophobia, which completely distresses me.
- There IS an attitude here, of a slight arrogance and sense of entitlement; the Eden Prairie "Karens", maybe.
- there is an upper class and lower class but no middle class
- There is very little diversity and cultural mix. Eden prairie is one of the most whitewashed areas I have ever seen.
- There isn't a huge sense of community. I'd love more city sponsored parades and activities
- This is a classic bedroom community with little sense of community among residents.
- To much diversity. The light rail
- Too many McMansions - neighborhoods are isolated from each other
- Too many neighbors have all grass yards.
- Too many selfish, self centered people
- Transient folks and rentals
- unconnected living communities
- unfriendly residents
- We have lived in EP over 30 years and same house. Many rentals now and too many cars and people who dont care about the home and keep it up. Fed up and probably moving. City says nothing they can do?
- Wish we had a stronger city sense of community. I know that was in works with the parade but more opportunities such as that.
- Would like to see more diversity

### CONCERNED ABOUT LIGHT RAIL

- arrival of light rail
- Construction around light rail.
- Construction of light rail.
- Construction over the last 2 years especially light rail. It is becoming a big city and I moved here for the wildlife and beauty which is now disappearing.
- Future Light Rail System
- I am not convinced having light rail in town will be of any benefit. The infrastructure associated with it is extensive and unsightly.
- I grew up in Eden Prairie and it's changed too much. The light rail is an awful decision. There are not enough places to get food. Not enough restaurants. Too many office buildings for sale that just sit there. The prairie part of Eden Prairie is being built over by retirement apartments. Why do we need so many. The amount of apartments being renamed these ridiculous names. The quality look of Eden prairie is going down.
- I'm NOT HAPPY WITH THE LIGHT RAIL EXTENSION & A LARGE IMOVGRANT POPULATION?
- I'm unhappy about the aesthetic of the new light rail. I'm not against having it run through EP but the area by SW station and Purgatory Park has been ruined by the ramps crossing Prairie Center Drive. I would have thought a more unobtrusive design could have been had.

- incoming light rail
- Light rail
- Light rail
- Light rail
- Light rail
- light rail
- Light Rail
- Light rail
- Light rail
- Light rail - construction makes it look nothing like Eden Prairie and there will be a lot more traffic congestion when LRT is here.
- Light rail and road construction
- Light rail and the crime
- Light rail being built
- Light rail being built.
- Light rail coming
- Light rail coming in
- light rail coming to town
- Light Rail common to close to us.
- Light rail construction I'm pact on traffic
- Light rail has destroyed the beautiful natural setting of Eden Prairie that drew my family to this city.
- Light rail is a pork barrel project. We'll be paying Communist China for it for many years. Except for limited occasions, only thugs ride the light rail. Other than the thugs, the cars are mostly empty.
- Light rail is going to have a major impact on traffic and was not needed people are now going to be working from home...
- Light Rail is going to make it look like a mess and attract crime
- Light rail project.
- Light Rail Station
- Light rail system
- Light rail traffic.
- LIGHT RAIL.
- Light rail. BIG MISTAKE
- Lightrail
- LRT
- Lrt coming and all the apartments being built--its getting citified
- New light rail. Eyesore
- new lite rail system
- Not happy with the LRT coming to EP.
- Plans for LRT
- Recent construction of light rail.
- Stupid light rail being built even though it was obsolete before it was started.
- SWLR.
- That light rail is coming here & I'm concerned that this is going to bring more crime to our area. This saddens me/.
- The addition of the light rail had turned Eden prairie from a wonderful place to fair or below. I'm very disappointed with the look of it all. Ruined the image of peaceful, welcoming EP.

- The eye sore that is the light rail.
- The fact that SWLT is being built and coming to this area. Huge mistake. That and the accompanying crime it brings will probably be what decides for us that we move from Eden Prairie.
- The incoming green line
- The incoming light rail
- The installation of the light Rail - what a disaster
- The light rail
- The light rail
- The light rail being brought to EP
- The light rail being built. I don't see it contributing anything positive to our community.
- The light rail coming in and disrupting the skyline and natural beauty of EP
- The light rail coming to Eden Prairie. I also dislike that there is 1 large high school. I wish we had 2 smaller high schools.
- The light rail coming to EP.
- The light rail coming to the city
- The light rail construction
- The light rail construction
- The light rail construction
- The light rail construction and the light rail line someday
- The light rail going in - what an awful eye sore and has been so disruptive
- The light rail is causing some traffic problems.
- The Light Rail Train has already ruined the appearance of the city. The design of it is ugly and already ruined the enjoyment of Purgatory Park for me. I have ridden the train in other cities and know it is a magnet for homeless, theft, assaults and robberies. I think it will be the worst decision this city has ever made. The need for public transit was already well served by SW Transit buses. I have seen homeless camping in Purgatory Park and this will only get worse. I also have seen panhandlers on a regular basis in the Prairie Center Drive area and this is something that never used to happen. Small things like this lead to people not caring about the city, and that will lead to more crime. The police department needs to focus more time on stopping residential burglaries and real crime and less time on highway traffic. Talking with my neighbors, there is a real fear from the uptick of crime after Minneapolis has fallen apart. Eden Prairie used to be a very safe place and now we have people who live in this city shooting it out with the police (Dolal Idd).
- The light rail!!
- THE LIGHT RAIL!!!!!!!
- The Lightrail
- the lightrail
- The lite rail coming.
- The new light rail overpass is a gigantic concrete eyesore and destroys the natural setting near the SW Station. Not to mention all the mature trees that were ripped out of undistributed areas.
- The new light rail system, and all the apartments being built
- The new light rail. Limited one level townhouses for seniors.
- The new lightrail system
- The new LRT system going in.
- The new train
- THE RAIL SYSTEM.
- The train coming into EP. Will be moving out of EP due to this single item
- The ugly light rail system now being installed.

- The uncertainty of what the light rail will bring with it.
- Train construction
- Train rail coming.
- Wasting \$ on light rail.
- Worried that light rail will bring crime into the city.

### TRAFFIC ISSUES (CONGESTION, SIGNAL TIMING, SPEEDING, PARKING, NOISE)

- 45 mph speed limits are out of date, reduce to 35 and enforce
- Access to freeways
- awful freeway/access/intersections, and far too many apartments
- busyness/difficulty of navigating retail/business area around mall
- commute to downtown mpls
- Congestion
- Congestion & traffic leaving E.P. (access to 212/169/494 congestion).
- Congestion in mall area with unsightly new condos and light rail
- Driving across town
- During Rush hour to weekends 494 too busy and hard to head east.
- Flow of traffic, it's awful. Terrible planning by city and needs to be fixed
- Having to cross the intersection of Hwy 5 & Cty. Rd 4.
- Heavy motor vehicle congestion at rush hours.
- Heavy traffic on freeways coming and going
- Highway 5
- Highway noise in my neighborhood
- Highway traffic.
- How busy some of the roads are.
- How hard it can sometimes be to just drive across town, if you hit all the lights wrong!
- Hwy 212 noise. The sound of trucks air braking 24x7 impacts the quality of life for everyone around. Put in a sound ordinance and reduce the speed limit in EP. Plant more trees along the highway.
- If going anywhere east, having to manage 494 or Crosstown traffic.
- Increase in traffic.
- Its starting to get congested, especially around SW station. The City will need to carefully manage that area with the LRT coming in.
- lack of safety concerns of drivers not stopping at stop signs. most drivers stop beyond stop sign, in the crosswalk.
- Lack of traffic law enforcement
- People driving too fast and rolling thru red lights and stop signs
- people driving too fast, no sidewalks on my street
- Road and airplane noise
- So many stoplights too close together.
- Some traffic lights are not timed well; can wait for 2+ minutes even if there's no traffic in the cross-wise direction.
- Speed of stop lights. There should be sensors that can adjust the lights based on traffic.
- Speeders in residential roads.
- Speeding on Mitchell Road.
- Speeding vehicles
- Stop light length Valley View to turn left on Prairie center drive

- Stop lights on 4 & 5.
- Stoplights
- The 50 MPH sign on Fling Cloud Drive/HWY 61 right before Faountain Place Pedestrian Cross Walk! They are doing 55 to 50 MPH!
- The fact that you don't have to stop on a right turn on red in E.P. You can just slide right through.
- The traffic and the light rail.
- The traffic can be congested at times.
- The traffic especially on my street. People use it as a cut through to avoid stop lights.
- The traffic, road congestion, and inconsiderate driving of motorists
- To many traffic lights
- Too many stop lights
- Too much traffic and the streets can't handle it
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- traffic
- Traffic
- TRAFFIC & LAYOUT.
- Traffic (pre-pandemic) to get anywhere out of EP
- Traffic and airplane noise.
- Traffic and constant construction
- Traffic around 212 and eden prairie center drive.
- Traffic around 212 and hiway 5
- Traffic around EP mall, especially as it has gotten worse with light rail construction
- traffic around the mall and lack of downtown or Main Street
- Traffic bottlenecks
- Traffic compounded by sonstruction
- Traffic Congestion
- Traffic congestion on main highways and roads
- Traffic congestion.
- Traffic control and Ron Case
- Traffic during early morning and late afternoon
- Traffic during rush hour when trying to get to Mpls or St. Paul.
- traffic especially stop lights on hwy 5
- Traffic flow
- Traffic flow around mall
- Traffic flow with lights and lack of locally owned restaurants
- Traffic gets busy on hwy 5.
- Traffic getting to other parts of the Twin Cities.
- Traffic in shopping areas, Prairie center drive configuration.
- Traffic is getting much worse in the Hwy 5/212/494 corridor & around EP mall (excluding pandemic shutdowns).
- traffic light timing particularly on Pioneer Trail, Prairie Center Dr and Flying Cloud Dr. AIRPORT NOISE
- Traffic lights have [?] to long reds (over 2 min) in places where only 1 breach weekday [?].



- Traffic lights, lack of entertainment venues.
- Traffic noise and too many power transformers.
- Traffic noise, but not expecting much can be done about it.
- traffic on 212 during rush hour
- Traffic on Prairie Center Drive
- Traffic patterns - mixed control of lights between city and county is messed up.
- Traffic patterns and lack of downtown area.
- traffic, getting around in car
- Traffic.
- Traffic.
- Traffic: speeders and those who run red lights
- Trafuc, losing more green spaces
- train
- train going through at 5am and blowing their horn
- Trains
- Traveling from one end of EP to another
- Very difficult to drive around city center. Too many stop lights and don't ever seem to be in sync to allow traffic flow.

## ROAD MAINTENANCE, CONSTRUCTION, SNOW REMOVAL, LEAF REMOVAL, STREET LIGHTING

- 1) The current construction [?] @ 2A/ [?] Center Dr. 2) Like of roads trash cars on tickets.
- All the construction - but it will soon be over.
- Bike trails not plowed soon after snowfall. Some are and some aren't.
- Construction
- Construction along one of the busiest roads in EP, Prairie Center Dr
- construction issues
- Construction, but I know it will pass.
- Construction, drug deals in McDonald's parking lot need addressing. Miller Park is sketchy.
- Construction, lately there is a lot of construction in EP
- Construction.
- Current construction
- Currently the big construction zone on PCD/Technology
- How bumpy the road to my house is- Bittersweet Drive!
- I hate the construction right now. Also, the Downtown area is very spread out and is not attractive.
- Icy roads (hwy 5 bw 4 and dell)
- Improve snow plowing of main streets by scraping down to the asphalt to remove all snow so it doesn't get compacted into ice with chuck holes.
- Need more from the City (better street maintenance, recreation activities, curbside clean up day, etc.)
- Not all roads or streets are well lit especially at night.
- Nothing negative to say... Maybe the construction
- Poor street quality. Inadequate street signage.
- Road construction
- Road construction!
- Road maintenance county and city
- roads

- Roads & construction.
- Roads not cleared in a timely fashion during snow
- ROADS.
- slow snow removal
- Snow is not cleared off sidewalks for days and days. Very dangerous during winter.
- Spottiness of city maintenance and code enforcement (street/sidewalk clearing and maintenance).
- Street illumination
- Street maintenance could be better, potholes & snow removal/ salting/ sanding.
- Street/road confusion around the mall
- SWLRT construction detours - but at least that's temporary, the I am looking forward to riding the train.
- The black chemical they put on the streets in the winter which turns snow into sludge that sticks to cars and then floods the garage when it melts.
- The city does an absolutely atrocious job cleaning the sidewalks in the winter.
- The constant construction of roads and buildings.
- The construction and mess near Technology and Baker. Doesn't seem well planned.
- The construction around the mall and vicinity
- The park trails are not maintained well during the winter
- The recent construction and road closures.
- The walking trails are not cleared very well in the winter.
- There are not enough sidewalks or street lights, which makes it very dangerous for kids/families moving about their neighborhood. Also there needs to be more affordable grocery store options (HyVee, Whole Foods, etc).
- This year, the road construction.
- Use of tiny ground bits to recent streets- they track into garage/house for years often.
- Weather and weather related activities (clearing snow, etc.)

### LACK OF A DOWNTOWN AREA

- City center seems to be the mall area
- Ever since i moved to EP (Jean Harris Mayor), this city has squandered so many opportunities to create a 'downtown' Not JUST buildings, but things that would have contributed to a 'centralize point of pride'.... I have been disappointed city administrations missed this. It should have been obvious that 'feeling part' of the community cannot centralize around school activities. I hope for the future administration can see that a large part of the population living here does not share the same childhood memories of a high school.
- I miss having a core city, a "main street ", a downtown.
- I wish there was a town center, more of a gathering place for the community...it's a bit suburban and disconnected.
- I wish we had a downtown area.... Somewhere to park and walk to visit shops/ restaurants. I also wish there were more locally owned options vs. chains.
- It feels very modern, which appeals to many, but I really love the notion of a center of town with quaint shops, character, etc. We could be nearly any other suburb whatsoever. I love the art that is being incorporated on the streets, for the trolley, etc. I'd like to see more things that distinguish us FROM every other suburb.
- Lack of "downtown" area.
- Lack of "downtown" hub
- Lack of a city center feel

- Lack of a downtown
- lack of a downtown
- lack of a historic downtown. No concentrated bar and restaurant area.
- Lack of a true "downtown", would like more restaurants/bars with unique character would like non-city owned liquor states, Hwy 212 expansion.
- Lack of center of town.
- Lack of central gathering area like a commons with activities available
- Lack of character, no main street w/store fronts.
- Lack of downtown and bars.
- Lack of downtown and central retail area
- Lack of main downtown
- Lack of multi-use central city/gathering place
- lacks a main street / downtown area; not a lot of non-corporate restaurant options
- LOVES A "CHARMING" CITY DOWNTOWN.
- No "downtown" per se
- No "downtown" area
- No "downtown" or city center
- No "downtown" or city center.
- No "downtown" or Main Street feel
- no "downtown", high taxes, light rail is horribly ugly
- no center of town
- No center of town
- No central downtown area
- NO CENTRAL DOWNTOWN AREA FOR SMALL BUSINESS OR FAM RESTAURANTS.
- No central downtown district-> too focused on the mall & chains.
- no central town or main street area
- No community area
- No defined downtown or central area. I guess it's the mall, but that doesn't really reflect the community.
- No designated "downtown"
- No down town.
- no downtown
- no downtown
- no downtown
- No downtown
- No downtown
- No downtown area
- No downtown area
- No downtown area
- No downtown area
- no downtown area (mall doesn't count)
- No downtown area for gathering and walking, lack of small businesses
- No downtown area or central feel.
- No downtown area.
- No downtown or many historic feel
- no downtown, high density apartments, light rail
- No downtown, small town feeling.

- No downtown.
- No downtown.
- No identifiable historic downtown.
- No main downtown area
- No main street feel or downtown with sidewalks to walk (Hopkins and Excelsior style)
- No quaint downtown feel, not like a town.
- No quaint or historic "downtown" feel
- no quaint walkable downtown eating and shopping area
- no real "business district"
- No real downtown
- No real downtown area and municipal liquor stores.
- No real downtown or small town feel
- No "Real Downtown" schools.
- No real downtown, city is rising divided by [?].
- No traditional town center for community building
- No true city center/mainstreet
- No true downtown
- No vibrant downtown community. Shopping is not convenient.
- No walkable downtown area
- No walkable downtown or close to being a downtown.
- Not enough "local" restaurants or a feel of a local "downtown" feeling in a city. Also not many sidewalks in residential areas.
- Not having a walkable downtown area like Edina or Hopkins.
- Not really a "downtown" or community i.e. parades etc.
- The "downtown" area lacks charm and focus.
- The lack of a central "downtown"-like area or other multi-use community space where it is easy to feel like you are in the "heart" of Eden Prairie and connected to the history of past residents.
- The lack of a downtown area with shops and restaurants.
- the lack of a real downtown... like Chanhassen
- There is no city center landmark or gathering place.
- There is no downtown and lack of community.
- There is no downtown area.
- There is no downtown space.
- Three things: no main street, area around Eden Prairie is not walkable, and we need live theater or museum (more art!) -- fewer strip malls!
- Too many big box/chain stores and restaurants, no "downtown" or unique culture
- Ugly center of town - go to Flying CL Dr and Prairie Center drive and look around. Very ugly, embarrassing
- You can't walk anywhere to do anything (there's no downtown core) and the transportation system is really non-existent where we are.

## POORLY DESIGNED LAYOUT

- Addresses are confusing-people stop to ask.
- CAN BE CONFUSING TO GET AROUND IF UNFAMILIAR.
- Can be hard to get to places with streets, these don't go through.
- Can't access main shopping area directly off of 494. (near best buy).
- Confusing on how to direct somehow to navigate around town

- confusing road system around Eden Prairie Mall
- Confusing streets and poor street signage
- Convoluted roads
- Difficulty getting around (design).
- driving around Eden Prairie Center is confusing
- Driving around the mall area
- Eden Prairie Center is, and always has been, very difficult to get to. Prairie Center Drive is a nightmare.
- Getting around can be tough.
- Getting around to places.
- Getting around.
- Getting from A to B from C location. Still awful how it was planned.
- Getting ground.
- Hard to navigate - I realize that due to the lakes and 494 not much can be done about that
- How difficult it can be to get from one side of the city to the other
- How the city is layed out could be better. It (the city) does not look well organized at now it is layed out.
- I still get lost a fair amount just because of whatever Prairie Center Drive is trying to do
- Infrastructure design- it's not easy or convenient to get to any shopping/mall location. Instead of turning into a parking lot, you turn, and turn, and turn, and then you can enter the parking lot. And when you are leaving, you are forced into one or two options unless you want to turn, and turn, and turn.....
- It can be confusing to others on how to get around.
- Layout of city streets-had to direct visitors.
- Layout of the City of you don't have GPS, you'll get lost.
- Limited through streets.
- My friends get lost here all the time - the roads are a nightmare for those unfamiliar with them.
- Narrow residential streets.
- Navigating the sprawling business district.
- No easy access to westbound/northbound 494.
- Not enough streets that connect together.
- Poor & confusing access to/from 494
- Poor layout.
- road layout
- Road system around the EP Mall & surrounding area.
- Roads are a bit difficult to navigate!
- Roads are a little confusing if you're not used to the area.
- roads are confusing
- Roads are confusing
- Roads can be confusing sometimes.
- So many cul-de-sacs make it hard to get around, get to know neighbors, walk places, etc.
- Some of the road systems are confusing, especially to visitors
- Some roads are confusing!! (Valley View, Flying Cloud Dr.).
- Somewhat of a maze.
- Stand to direct people-street layout.
- Streets are not designed well
- streets can be confusing if not familiar

- Takes along time to get around.
- the challenge of navigating the road system, lack of sidewalks
- The circular road system.
- The downtown area is difficult to navigate as most major roads do not go in a straight line.
- The insane road layouts that are spaghetti - everyone gets confused, even residents. the traffic around EP Center and at 4&5 is also insane. The stoplight at 4&5 takes way too long to get across and the congestion is awful. Of course with COVID and everyone staying home that has lessened, but I will keep my opinions focused on pre-covid. The other thing is we have a great resource in the Community Center, but as a hockey parent, the Community Center treats the hockey teams like they are from another city and are just there to destroy their community center. They are are home facility and should be treating us with the same respect we feel for them. They have imposed more and more restrictions and rules on the hockey teams and it seems very unfair - also gives the message to the teams (parents, coaches, and players) that the EP teams are unwanted there. Please work on that as it also gets translated to our visiting and surrounding communities that our own facility does not treat us professionally and respectfully.
- The road/highway layout: confusing, easy to get lost
- The roads can sometimes make it hard to get around - explaining directions around the mall can be complicated!
- The roads layout and especially naming are confusing especially to new residents and guests. Too many streets change name for no reason simply going through an intersection. Ex: Anderson Lakes Pkwy changing to Scenic Heights at Mitchell that itself changes to Baker north of Valley View. Ugh
- The tangletown of roads took a while to learn.
- The way city is layed out larger street signs would help.
- To many cul-da-sac's
- Too far from museums and restaurants I like in non Covid times
- Too far out from the downtown area, both Minneapolis and St Paul
- Traveling from one end of EP to the Other. No common thorough fare
- Traveling in the area around EP mall
- Trying to get to the mall area from 212
- Water drainage issue in arra
- Winding and intercrossing roads, constantly taking wrong turns--and I lived in Los Angeles for 20 years and could visualize its freeway system in my head to determine my route!

## RIISING CRIME/SAFETY CONCERNS

- Crime in Eden Prairie has increased
- A car was stolen from my driveway.
- A tie between 1. Recent increase in crime, property/vehicle damage, mail theft, break ins, hostility, and 2. Recent commercial building, like the new foreboding apartment complex which dominates the skyline and looms over Hwy 5. Who approved that scary, ominous structure that our family calls "The Gulag?" All it needs is razor wire to finish off the prison camp look. It doesn't match anything around it. That and the awful light rail. The pretty nature designs on the concrete pillars are only "mutton dressed as lamb." I truly hope Eden Prairie isn't doomed with the addition of that ugly nightmare. Many people were drawn to EP for the nature in the suburbs, but THAT ain't it, baby!

- Concerns about crime coming from outer areas with light rail. Traffic noise on Pioneer Trail is excessive, both cars and motor cycles at all times of day. Homeward Hills intersection is terrible with stop lights.
- crime
- crime
- Crime
- Crime
- Crime and density seems to be going up in my neighborhood. It's getting common to see driveways with 4-6 cars and single family homes with what looks like way too many people living in one home
- Crime is climbing. More concern for personal safety and belongings...car, home intrusion etc.
- Crime is on the rise
- Crime!!!!
- Criminal activity
- Dangerous at Southwest transit station
- Declining safety
- feeling of safety has decreased the past couple years
- feels less safe than in the past
- Feels safe, parks
- future safety
- how much crime is increasing.
- Increase in Crime
- Increase of crime - just word of mouth - fear of light rail problems.
- Increasing crime and violence in nearby cities.
- Increasing crime. Changing to progressive school curriculum. Too liberal.
- Increasing safety concerns.
- Influx of crime
- It is becoming less safe- especially summer nights.
- Mall area especially becoming unsafe and Uninviting. Tower square area is horrible!!
- More crime lately
- Reports of petty crime/theft (things stolen from cars frequently reported, although this has never happened to my family it is cause for some concern in our household)
- Rising crime.
- Safety, low crime with a police force that has a good relationship with residents - they are wonderful
- Smaller crimes like breaking into cars and drug use (marijuana smoke and drug sales)
- Starting to feel unsafe in my home with car and home breakins in my area.
- THE CRIME HAS INCREASED DRAMATICALLY/ CAR THEFT/ BREAK-INS!
- The crime has increased substantially and the taxes are very high
- The direction the city is heading - increase in thefts/car break ins, allowing people to pedal for money on street corners, lack of upkeep along city roads, the light rail mess...
- The growing crime rate and section 8 housing
- the increase in crime at the EP malls, the crime being robbed on walking trails and somalia residents that causes crime in our city.
- The slow "creep" in crimes that never used to happen here.
- Theft/break in parked cars
- Tolerance of crime

- Violent crime seems to be on the rise.
- Worried about crime and how to keep our community safe

## HOUSING ISSUES (AFFORDABILITY, VARIETY OF OPTIONS, UPKEEP)

- 3. Way too much Section 8 housing for density of our population. 2. The poor condition of the local convenience store (now a BP) on corner of Mitchell Road and Valley View Road. It is a blight on our city. 1. Community Center parking is horrible. One has to walk way too far to get to the front door. It is the biggest factor in my decision not to join.
- Affordable housing.
- apartment rent and home cost
- Building design, development planning
- Buildings or homes that are vacated should be kept up and maintained and homeowners that don't maintain lawns, sidewalks, or control dogs.
- City is turning into an apartment community. For this reason, we are going to leave the city within 12 months. Home values are taking a dive.
- Cost of housing. I can not afford to retire or downsize in EP
- Cost of living, especially housing is very high. There are houses being built with very high prices which will only make the housing very costly. This will make many average income families leave the city.
- Executive single level home condos for senior communities don't exist.
- Expensive housing for seniors of not enough of it.
- EXPENSIVE HOUSING.
- getting over run by lower income rental
- High density housing
- High rent.
- Homes do not appreciate in value. More crime, EP schools are not as highly regarded as they once were. The light-rail system is a complete waste of money as is some of the recent "art" added on Preserve Blvd. Would rather help families in need with the budget from both of those projects.
- Houses that are not well kept. Huge ugly apartment buildings like the new one by flagship
- Housing cost, property taxes, lack of diversity, poor traffic management.
- Housing is expensive.
- Housing prices
- Housing pricing and stock is out of reach for most middle income families.
- I cannot afford to buy a house here
- I don't live in Eden Prairie, but I don't like rent prices, which is why I do not live there. I live in an adjacent city.
- I wish there were more options for single-level housing. No farmers mkt.
- Increase in high density housing
- Insanely high rent
- Lack of affordable housing
- Lack of affordable housing.
- Lack of areas for new residential development
- Lacking in affordable single-level homes/townhomes for seniors downsizing from large family homes who don't want apartments/condos. (Small yard desirable,)
- Limited housing availability. Very few houses for sale and house prices are fairly high.
- Low income housing on the rise. I am all for senior housing and more of that but enough with the other housing. I'm just going to say what others in our leadership are afraid to say. Our city is



getting a reputation as little Somali and that's a problem. A problem for our housing prices and reputation of our schools.

- Low income housing zones
- need more condo & TH for sale and not rent.
- No, or little, affordable housing.
- Not enough affordable apartments for senior citizens
- Not enough affordable single family houses. Existing single family neighborhoods are expensive and the houses are much too close together.
- Not enough affordable townhome rentals
- Not enough housing options for empty nesters to live during retirement years. Everything being built is still very large or over priced.
- Price of housing. My god.
- Rents are quite high
- section 8 housing
- There are very few apartments with affordable rent for people with lower incomes
- Too many low income housing units
- Too much low income housing and the problems it brings
- Too much Section 8 housing.
- Townhome limitations.
- Very expensive, Housing is inflated
- Very high property taxes. So many referendums
- We seem to be rated so high but property values remain low and the overall reputation is lower than cities like Minnetonka, Wayzata and Edina
- wish there were more one level townhouses

## TAXES, COST OF LIVING

- \$\$\$
- Affordability.
- Becoming increasingly expensive to live here especially in retirement
- Cost
- cost of living
- cost of living (housing costs more because people want to live here)
- Cost, attitude of some people who live here (entitlement)
- Expense of living here- as a retiree.
- Expensive
- Expensive
- Expensive - taxes
- expensive living expense
- Extremely high taxes
- High cost of living. Tell a repair person your zip code and the cost jumps.
- High property tax in relation to services provided
- High property taxes
- High property taxes
- High property taxes
- High property taxes for businesses
- High property taxes for businesses
- High property taxes.

- high taxes
- High taxes
- High taxes
- high taxes and beginning problems with immigrant group (Somalia origin)
- High taxes and high bills for sewer and water.
- high taxes and school bonds
- High taxes, liberal policies
- High taxes.
- High taxes.
- Higher relative cost of living and real estate
- Higher Taxes
- I can't afford better
- It's too expensive, especially property taxes
- kind of expensive
- Less affordable for my children
- Minnesota/Hennepin taxes
- Nothing really except taxes are high
- Paying MN taxes
- real estate tax level
- Reputation it has, taxes, traffic, light rail.
- Tax Increases, lack of government communications via traditional media. LRT Construction(and future operating concerns). Lack of open restaurants.
- Taxes
- taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes & light rail construction or passive-aggressive residents.
- Taxes are higher than other areas, but it makes sense for the public services recieved.
- Taxes are too high given that we are now a "mature community" with no real need for new assets to be build. We overspend!
- Taxes are unsustainable, Flying cloud airport destroying the community.
- Taxes- not enough good restaurants!
- TAXES.
- TAXES.
- Taxes.
- TAXES.
- Taxes.
- Taxes.
- Taxes.
- Taxes.
- Taxes.
- Taxes/Hennepin County
- The high cost of living

- The taxes are high here, and there's a growing sense that it's not as friendly here these days as it was when I first moved here 20 years ago.

## WALKABILITY, WALKING AND BIKING PATHS

- Could use more sidewalks / walking trails near our house.
- Everything requires driving
- Have to drive everywhere to get to anything
- have to drive everywhere, cant walk to store, restaurants etc
- Have to drive everywhere.
- Have to drive everywhere. Low walkability score.
- Have to drive most places, noeverywhere, no downtown with local shops
- having to drive almost every place
- I feel I must have a car and be able to drive
- I have to drive everywhere I want to go. Hate the disruption of light rail!
- I wish we could walk to more places, have to get in the car to do most things. I wish there were sidewalks in our neighborhood
- I'm 3 miles from anything
- is not friendly to walking and biking to destinations (stores, restaurants, etc). Too car-centric
- it is too car-centric
- Lack of a walkable small business district.
- Lack of proper biking trails
- Lack of sidewalks
- Lack of sidewalks in some neighborhoods
- lack of walkability
- Lack of well maintained bike trails
- Limited walkability
- Must drive everywhere; commerce isn't neighborhood oriented.
- Needing to drive everywhere- very low walkability, no sense of a "Main Street"
- No sidewalks
- Not as close to parks and businesses as I was in Minneapolis
- Not really a city to walk. There is not a commercial area where you can walk like Edina's 50th and France. Also, the city is missing an Urgent Care facility. You have to drive to other cities to go to Urgent Care.
- Not walkable-I'm always in my car
- Nothing is walkable from neighborhoods
- Poor walking community; Limited emphasis on conservation at neighborhood level ([?], recycling).
- Roadways need more safe trails and bikeways. Having trails right up against busy roads, like Mitchell and Valley View Roads, is scary to walk.
- Sprawling layout makes it almost necessary to have a car to live here
- Suburban problem of not being able to get anywhere without a car.
- that it is hard to get to things like groceries w/o driving
- The drive to get to anything; coffee, gas, groceries. It's not very walkable' for things like that.
- The nature trails have no signage/maps which makes exploring them difficult.
- The older I get, the more I would prefer to live in a dense setting where I can walk places.
- There is nothing really within walking distance of my home
- Too many areas of EP are dangerous to pedestrians, especially around EP mall. Crossing 212 is a death wish.

- We have lived here for almost 38 yrs, I have always enjoyed my proximity to everything and my neighbors
- wish we had separate bike path and walking path at most of our popular parks. Many bikers are not leisurely riding and come up quickly on walkers, some will pass you on the right instead of passing on the left.
- You have to drive everywhere for your errands. I like to have walking errands. Also I wish our strip malls and architecture were more interesting and not so sterile looking.
- You have to drive to get almost anywhere;
- You need a car to get around and to get things you need.
- You need a car to move around

## GROWTH

- All new growth is mass high density and rental units.
- all of the building and open land that is being developed for apartments and packing neighborhoods in any space possible. Eden Prairie has lost all of it's prairies and has become a jumble mess of random buildings and now an ugly cement ramp for the light rail which will likely be tagged with graffiti in no time. We are not a big city, we do not need a skyline of buildings.
- All the needless building, light rail, traffic, congestion
- All the new apartment buildings, less nature and more traffic congestion.
- All the new apartments and the ugly lightrail.
- All the new ugly tall cheap apartment buildings popping up all over causing overcrowding on streets and in stores and removal of trees for them yet they are half empty.
- Buildings getting taller in the mall area, and the the light rail is an eyesore.
- City planning very random- vacant lot turned into housing. New sure parks & nature.
- dense living communities
- Eden Prairie seems to be aging quite a bit. Much of the development seems to be centered around seniors.
- EP has become extremely over-developed with commercial & residents in last 10 yrs. compromising, what.
- Excessive apt building
- Growing beyond a threshold where "big city problems" become obvious and persistent. Fast growing cost of living is unattractive.
- High buildings near the Eden Prairie mall and the too high condos built by the south west transit station
- How built up it's getting with apartments and light rail. Open spaces are getting filled.
- I used to like the quiet, country like area. But now there is too much build-up & addition of trains. More traffic [?].
- Lack of open spaces
- Loss of open spaces and land to development
- Number of apartment buildings being built
- Obsession for more apartments, population density, education quality erosion and transient mass transportation
- Over crowded
- Overcrowding
- population density is increasing, too much new multi family housing
- Seems to be a lot of rental properties

- The amount of apartments being built and the diversity of the residents - opinion is that has brought in crime that wasn't there before the apartments
- The apartments
- The building of every square inch into apartments or multi unit buildings
- The high rises going up!
- the way it have been developed over the last few years
- To many people you can't get anywhere or go anywhere without a lot. Of people.I miss the quiet and peacefulness that used to be in this town
- Too densely populated. SW light rail.
- too many apartment buildings and multi housing units going up. light rail system makes Eden Prairie look like Minneapolis, losing smaller community feel. Very ugly cement trusts holding up bridges etc
- Too many apartments
- too many high rises being built - getting too crowded
- Too many new apartments could change EP
- Too many Ques.
- too many townhomes and apartments, and with that comes crime.
- Too much building - loss of natural areas
- Too much building and tearing down of what little wooded area we have!!! Hate it
- Too much building. I have seen to many green spaces torn apart to build.
- Too much construction
- Too much construction, congestion with train
- too much emphasis on growth at all cost. Light rail expansion here is a real negative - oh, and road noise. Road noise has become unbearable at times and is rapidly reducing home values.
- Using high density packing to increase population growth

## ISSUES WITH LOCAL GOVERNMENT, CITY SERVICES

- increase of surveillance of citizens by government i.e. cameras at Lighted intersections
- City controlled liquor stores
- city council has gotten to liberal
- City government
- City government
- City government involvement in social issues
- City inspections website, not a good resource for homeowners like other cities such as Hopkins website.
- City needs to work with people who live in city
- City owned liquor stores
- City owned liquor stores that charge such a high mark up
- city supports liquor stores - I travel outside city limits to buy my liquor for that reason
- City water. Home prices.
- Citywide cleanup day: I would much prefer it to be a curbside pickup event, and/or at least twice a year
- Do we really need traffic from 4 companies picking up trash?
- Governed, near totally, by educators.
- government intrusion
- Government waste.
- I have to buy a dog license. Many cities have stopped this.

- Lack of police, fire, medical emergency resources that are proactive vs reactive.
- liquor law
- Municipal liquor stores
- Our police does a terrible job.
- PAID ON CALL FIRE DEPARTMENT WITH A COMMUNITY AS LARGE AS IT IS AND THE INFRASTRUCTURE IN IT CURRENT STATE WITH THE PROJECTED GROWTH AND LIGHT RAIL. THE FIRE DEPARTMENT IS UNDERFUNDED AND THERE IS NO EXCUSE THAT IT IS NOT A FULL TIME DEPARTMENT.
- Ridiculous virtue signaling by council and mayor, with land acknowledgement statements and spending \$50K of our tax money to search for "system racism"
- School board chair is anti-semitic and needs to go
- School District lacks transparency and doesn't consider citizen input.
- Some council members are too PC
- The cops, police are \*\*\*\*\* authoritarians
- THE COUNCIL FOCUS ON EXPANDING THE "SOCIAL GOOD".
- The funny taste of the drinking water
- The high chlorine content in the tap water. When I lived in Bloomington, I would drink out of the tap; however in Eden Prairie, in need to use a filter pitcher due to chlorine taste in water.
- The overflowing garbage cans and the litter.
- The sheer stupidity of elected officials following the brainless dictator governor and not standing up for children. Children need to be in school. Its a cold and they should have stopped the FEARPORN. AND THE MASK NAZIs at the community center. Masks don't do \*\*\*\*.
- The taste of the water
- The water is gross.
- too many garbage companies - no reason we need 8 huge trucks down every road every week, EP does not have fiber to house internet
- Until this year it was the lack of a yard waste site. The addition of the yard waste site provides a lot of value to residents. Stormwater drainage at both of the homes I have owned in Eden Prairie has been poor.
- Volunteer fire departments

### NEED FOR IMPROVED PUBLIC TRANSPORTATION

- Can't take public transportation until going to the main station. And noise from flying cloud airport.
- I wish there was better public transportation (buses within the city); very happy the light rail is coming!
- Internal transportation system
- It's not always public transport easy further in the city.
- lack of easy public transit
- Lack of Public Transportation
- Lack of public transportation
- Lack of public transportation
- Limited access to metro mobility services during evening hours.
- Not enough senior transportation.
- not sure, but maybe more public transit. only looked once when car was in shop.
- Poor transportation.
- Public transit within the city

- Public Transportation
- public transportation (We have lived in Europe where trains/busses run on time and will take you anywhere, 7 days a week.)
- Public transportation availability.
- Public transportation.
- The transportations.
- There is little public transportation within the city for those who aren't on a main thoroughfare.
- Transportation
- transportation accessibility
- Transportation coming through (train) crime will increase
- Travel times to the U of M-light rail will be great!
- We are totally dependent on car transportation and it's a long drive to other metro venues

## OTHER

- 1) I would like to own chickens, but the rules are too restrictive AND expensive. I could do it safely but it would be out of compliance with some of the rules. Fee should be \$25.00. 2) Walking to the mall from Prairie Lakes intersection (east side of mall) is ridiculously pedestrian unfriendly. Need a wood chip path from the stoplight to the mall parking lot, then a painted cross walk across the parking lot to the Von Maur entrance.
- 5 different garbage companies drive down my street. It would be nice to reduce this to one to reduce the wear and tear on the road and make the roads safer for pedestrians and vehicles.
- A bit "far out"
- A little too focused on sports sometimes
- Affordable housing initiatives have lowered the quality of life, schools and safety. Neighbors are moving out in droves. EPHS will soon be like Bloomington Kennedy which has a score of 2 out of 10 (I grew up there). Housing values are dropping or staying stagnant. EP accommodated an unfair share of the refugees. We are now known as SomaliVille. It is killing this city. Young millennials know this and don't want anything to do with EP, just like I wouldn't move back to East Bloomington. Good luck EP!
- Airplane noise
- Airport
- Airport noise and jet fuel smell--it's gotten MUCH worse in the 21 years I've been living here. Some days it makes me want to move.
- Airport noise and light rail.
- Airport noise and terrible smoke smells from too many fire pits.
- Airport noise associated with Flying Cloud Airport, especially since the pandemic began
- Airport noise, as we live close to Flying Cloud. Seems there are more planes flying and many of them larger and noisier.
- Airport noise.
- Airport- Too big jets, early morn. 3 am - 4 am should not be allowed. Close airport late pm to early morning like in San Deigo CA. (No landing/takeoffs from 10 pm- 6:00 am).
- AIRPORT. TOO MUCH NOISE AT ALL HOURS.
- Allowing recreational fires during daytime hours- too smoky.
- Apartment living.
- Being in Hennepin County
- Being in the "suburbs"

- Bonfires! The smoke travels for blocks so I am then trapped inside with windows closed. Why are they allowed?
- Business having difficulty during pandemic, affordability
- CASL.
- Challenges with racial inequities that I don't believe are directly correlated to the community but rather national culture. This can be seen in economic disparities, diverse representation gaps in some communities like the one I live in, diverse representation gaps in city leadership
- Cold
- Cold Weather
- Commuting train construction will be finished in 2023
- Concern over future family demographic changes
- Coyotes
- Deer management program...there has to be a better way than killing
- Distance from city amenities
- Distance from other Twin Cities amenities: Children's Museum, MN Zoo, Mall of America
- Drivers stopping cars in crosswalks, dog walkers using long leashes that stretch across paths.
- Early morning and Late night air traffic
- Empty restaurants such as 2 Burger Kings
- EP has brought in way too many uneducated families, immigrants, low income children. It's bringing down the quality of district education for the average student. Families with children will not move here anymore, and those here are leaving. Schools have gone way downhill - dropped to rank of 6 out of 10 on greatschools.org. This has also decreased our housing values compared to neighboring communities. We have lived here 25 years and have seen the demise of a once great city. Everyone wants to help those in need, however Eden Prairie has taken the brunt of this for the Twin Cities area and it has destroyed the schools and community. We will soon be just like Brooklyn Center.
- Far too many deer in the city.
- Farther commute to work
- Fire pits are legal. They are smoky and not always well attended.
- Flying Cloud Airport
- Flying Cloud airport and the mayor.
- Flying Cloud Airport Noise
- flying cloud airport noise
- Flying cloud airport noise.
- Goose population. Goose droppings all over.
- group mailboxes
- Harassment over [?] Creek around trails nothing to a few feet!!
- Hey, Cloud airplane source on the rise! To big of jets (close airport from).
- I can't permanently stay because eagle family have options are limited.
- I feel like I'm a minority when shopping at Walmart (I'm white). Liquor isn't available for sale at Cub, Target and Walmart.
- I think there a lot of racism and xenophobia under the surface
- I wish Prime would expand their service as far as Southdale and Fairview Southdale Hospital
- I wish we could educate people on what to recycle and what not to recycle--and institute curbside compost collectio.
- Immigrant issues
- Influx of foreigners



- Intentionally using tax dollars to bring in large numbers of families of significantly lower social economic level. It has destroyed the quality of our schools and the quality of life compared to when we moved here 22 years ago. People always moved here for the quality of the schools. Recently, I strongly recommended Edina, Minnetonka or Chanhassen to a family with small children looking to relocate to Minnesota.
- Is there more homeless begging on the Bridge over 5 by - SW transit.
- It exists in a late-stage capitalist society.
- It hasn't happened yet that I can see, but my concern is that we will become liberal like Minneapolis and make radical changes that negatively impact the quality of our lives.
- it is in Hennepin county
- It is the same old because I grew up here so I want to see other places
- It's pretty far west from Twin Cities & out of the way.
- Jet noise from Flying Cloud Airport. It really adds noise pollution and does not provide any benefit to homeowners. It has the greatest amount of jet traffic after MSP, and the largest amount of smaller jet traffic in the state. The plan to extend the runway was promised to reduce noise. It has not.
- Lack of independent thinking - seems to be a lot of jumping on the bandwagon of popular thought happening within the Council/City.
- Lack of enforcement regarding unleashed dogs (Mitchell Marsh trail is BAD with this) and the amount of dog feces everywhere in public spaces.
- Lack of environmental or sustainability initiatives (organic recycling, other alternative recycling, city initiatives for environment).
- Lack of Fiber internet
- Lack of fiber internet, which is important enough to me and my career to make me consider leaving
- Lack of Lakes :)
- Lack of organic recycling.
- Lack of wooded areas. That is why it's called the Prairie- I know.
- liberal politicians
- Light pollution
- Live by the airport & its land @ times. Also, Grace Church outdoor concerts too loud.
- Mask mandate
- My HOA
- No enforcement of off-leash dogs. During pandemic the trails are getting crowded and the dog owners who refuse to follow the rules by letting their dogs run free ruin it for everyone else. This is especially true at Anderson Lakes preserve trails. You need to position enforcement along the trail and start ticketing. We have rules and they need to be followed. Many people are afraid of dogs and dog behavior is unpredictable. When someone says "my dog is friendly", you can be certain it is about to jump up on you or do something else you wish it wouldn't :)
- No one obeys leash laws, barking dogs & poop are area problem.
- noise of flying cloud airport
- Not enough help for low-income families, nice for everyone except but low-income people.
- Not what it used to be - lost/losing its shire!
- Old fart paranoia about Somali kids
- Olympic Hills Golf Club as a neighbor
- panhandlers on freeway ramps

- Perception of problems with Somali American citizens and their reflection on the quality of our schools
- Putting low income people in my neighborhood.
- Racism evident on neighborhood "organizing "sites" - fear of "other"
- Racism is still strong
- Racism, anti-semitism in the school board, lack of support for Jewish holidays.
- racist attitudes
- Somalian gangs in EPHS that bully kids and that never gets addressed
- Somalian neighborhoods.
- Somalian people and how they drive and how rude they are.
- Somalis
- Some airport noise from the flying cloud.
- Some competitive for children.
- Stereotypical suburban architecture influences.
- That damn Flying Cloud Airport operates at will, regardless of noise level or time of night, engine run ups, take offs and landings 24/7. Stop the "kind suggestion" of quiet hours and put some teeth and fines into it. All residents that have their quality of living destroyed by the airport should AT LEAST be scheduled for two free airplane rides per year with their choice of air frame to ride in. You need to force that old Texan - WW2 plane flying team to relocate elsewhere. Those planes along with some others that have an insufficient exhaust system / engine noise mitigation can park at a different airport. Regardless of how much money the Flying Cloud Airport generates for the city, it is the biggest and only \*\*\*\* the city has. I never encourage anyone to move here because of it. I am at least a mile away and I can't even have a phone conversation outside on my deck. And DO NOT tell me that every plane and especially the helicopters that shake the \*\*\*\* out of my house are always above 300 feet! Best yet, close that damn thing down. Your residents H-A-T-E it. Get it done! Also, the air quality is poor because of toxic aircraft fuel smell. Subject change; do residents absolutely need to be further gouged to use the observatory? Could residents be scheduled an opportunity twice a year to use it free of charge?
- the airport is getting a little noisier
- The airport noise... including late night/early morning.
- The architecture
- The bandwagon jumping - every new "thing" that comes along a FORTUNE is spent to follow the latest "fad" that might get the city accolades. Stop following, start leading.
- The diversity. Tired of paying for Somalians to drive nice cars and can't take care of our own. The garbage I pick up daily on streets is getting out of hand. The destruction by teens is bad.
- The Flying Cloud Airport is very disruptive and the noise pollution is excessive, especially from flight school activity.
- The growth and noise of flying cloud Airport and light rail!! Was no need for it.
- The lack of racial equity and the lack of leadership within our school district.
- The noise from the airport is all hours of the night and getting louder. It's difficult to take meetings from my house. I never heard airport noise until this year and now it's awful. Definitely hurting the quality of living here. I don't even live very close to the airport
- The pickle ball courts by the small airport smell like airplane fuel
- The population of Somalis is increasing. These people are a black spot on the community. They flaunt all rules, consume free services & do [?] to society. They lot [?] each they [?].
- The Somalian impact in schools. Distributive.
- The unkempt cable TV stands-one for every two yards.

- There are no trout streams for flyfishing
- There feels like a lot of segregation, and I'm embarrassed to live somewhere that was a redline area. I don't think enough has been done to correct that.
- There is an ethnicity that do not follow rules and when Gov. encounter them are typically rule.
- This city is very segregated and many White parents feel entitled.
- To many indian families have moved into my condo complex, severely hampering the ability to sell my place.
- too much money spent on parks facilities that are lightly used or not used at all. better to develop and get the taxes from homes or business.
- Too far left liberal creating division in our city
- Too many Somalians. Too much low income housing. Need to get rid of all the section 8 buildings and sex offenders.
- Too many Somalis live here
- Too much airport noise.
- TOO MUCH SNOW IN THE WINTER, TOO COLD. WHERE IS THE INDOOR WALKING TRACK???
- Unavailability of Sunday fund-raising breakfasts/ brunches by churches, Amer Legion, civic clubs, etc.
- UPCQ MOVING INTO RESIDENTS.
- Very little support of the arts, or opportunities to enjoy the arts
- very racist community
- We are now governed/run by demtards.
- We are seniors.
- Weather in the winter & summer.
- When City leaders align with either party
- White privilege/white-flight to Minnetonka Public Schools.
- white supremacy attitude
- Whiteness and perceived 'wealth'
- Wild turkey problem! Not only in EP though!
- Winter
- Winter
- Winter is too long
- You have to pay to use off leash dog parks. I don't think this is fair since other parks are free. We pay for them in taxes.

## DON'T KNOW

- ?
- ?
- N/A
- n/a
- n/a
- N/A
- n/a
- N/A
- N/A
- n/a
- n/a
- N/A.

- N/A.
- N/A.
- NA
- NA
- Na
- No
- no comment
- No comment.
- Unsure.
- We are fairly new to Eden Prairie, so can't really comment.

## APPENDIX D: RESPONSES TO SELECTED SURVEY QUESTIONS BY RESPONDENT CHARACTERISTICS

The subgroup comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations.

For each pair of subgroups that has a statistically significant difference, an upper case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 57 on the following page, 82% of residents who had lived in Eden Prairie for less than five years (A) gave excellent or good ratings to Eden Prairie as a place to work. This proportion of residents (A) was statistically lower than residents who had lived in the city for 6-20 years (B) or more than 20 years (C). In another example in this table, respondents who were ages 55+ (C) gave statistically higher scores to Eden Prairie as a place to retire than those who were age 18-34 (A) or 35-54 (B).

COMPARISONS BY DEMOGRAPHIC CHARACTERISTICS

TABLE 57: QUALITY OF LIFE RATINGS BY RESPONDENT CHARACTERISTICS

Please rate each of the following aspects of quality of life in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Eden Prairie as a place to live	95%	94%	95%	93%	95%	95%	95%	95%	95%	94%	95%
Your neighborhood as a place to live	92%	93%	95%	92%	92%	95%	94%	92%	93%	93%	93%
Eden Prairie as a place to raise children	91%	93%	93%	90%	93%	94%	93%	92%	92%	93%	93%
Eden Prairie as a place to work	82%	88% A	90% A	82%	88% A	90% A	89%	84%	86%	87%	87%
Eden Prairie as a place to visit	69%	73%	80% A B	63%	73% A	81% A B	75%	71%	75%	71%	74%
Eden Prairie as a place to retire	68%	67%	72%	59%	67%	77% A B	70%	68%	70%	67%	69%
The overall quality of life in Eden Prairie	94%	92%	94%	89%	96% A	93% A	94%	93%	92%	95%	93%

**TABLE 58: QUALITY OF LIFE RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following aspects of quality of life in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Eden Prairie as a place to live	96% B	93%	90%	96% A	86%	96% A	97% A	95%
Your neighborhood as a place to live	94% B	92%	88%	95% A	87%	94% A	94% A	93%
Eden Prairie as a place to raise children	94% B	88%	82%	94% A	74%	94% A	95% A	93%
Eden Prairie as a place to work	91% B	81%	74%	90% A	70%	86% A	91% A	87%
Eden Prairie as a place to visit	73%	74%	70%	74%	66%	77% A	73%	74%
Eden Prairie as a place to retire	66%	74% A	71%	69%	66%	75%	68%	69%
The overall quality of life in Eden Prairie	94%	93%	88%	95% A	82%	95% A	96% A	93%

**TABLE 59: GENERAL COMMUNITY CHARACTERISTICS RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall feeling of safety in Eden Prairie	94% C	92%	89%	92%	93%	92%	92%	93%	92%	92%	92%
Overall ease of getting to the places you usually have to visit	81%	80%	84%	75%	84% A	83% A	83%	81%	82%	81%	82%
Quality of overall natural environment in Eden Prairie	95%	94%	94%	92%	96% A	95%	94%	96%	95%	94%	94%
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	79%	82%	79%	77%	83%	80%	80%	80%	81%	79%	80%
Health and wellness opportunities in Eden Prairie	88%	89%	92%	87%	90%	91%	90%	89%	90%	88%	89%
Overall opportunities for education and enrichment	88%	89%	89%	83%	91% A	90% A	91%	88%	89%	90%	89%
Overall economic health of Eden Prairie	95% B C	91%	91%	91%	94%	92%	92%	93%	92%	93%	92%
Sense of community	65%	68%	72% A	60%	70% A	73% A	69%	68%	67%	71%	69%
Overall image or reputation of Eden Prairie	92%	91%	89%	90%	92%	90%	91%	91%	91%	91%	91%



**TABLE 60: GENERAL COMMUNITY CHARACTERISTICS RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Overall feeling of safety in Eden Prairie	91%	93%	94%	91%	91%	92%	93%	92%
Overall ease of getting to the places you usually have to visit	81%	83%	84%	81%	69%	85% A	84% A	82%
Quality of overall natural environment in Eden Prairie	95%	94%	94%	95%	83%	96% A	97% A	94%
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	82%	78%	75%	82% A	68%	80% A	84% A	80%
Health and wellness opportunities in Eden Prairie	92% B	86%	84%	91% A	80%	88% A	92% A B	89%
Overall opportunities for education and enrichment	91% B	87%	85%	90% A	78%	92% A	90% A	89%
Overall economic health of Eden Prairie	93%	92%	92%	92%	91%	92%	94%	92%
Sense of community	71% B	64%	64%	70%	63%	70%	71%	69%
Overall image or reputation of Eden Prairie	91%	91%	89%	91%	77%	94% A	93% A	91%

**TABLE 61: LIKELIHOOD RATINGS BY RESPONDENT CHARACTERISTICS**

Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat likely")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Recommend living in Eden Prairie to someone who asks	94%	91%	93%	90%	94% A	93%	92%	94%	93%	93%	93%
Recommend visiting Eden Prairie	76%	80%	85% A B	73%	82% A	84% A	81%	80%	80%	80%	80%
Recommend conducting business in Eden Prairie	84%	91% A	89% A	80%	92% A	89% A	88%	89%	88%	89%	88%
Remain in Eden Prairie for the next five years	83%	86%	86%	80%	87% A	87% A	87%	84%	84%	88% A	86%

**TABLE 62: LIKELIHOOD RATINGS BY RESPONDENT CHARACTERISTICS**

Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat likely")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Recommend living in Eden Prairie to someone who asks	92%	93%	89%	94% A	83%	95% A	95% A	93%
Recommend visiting Eden Prairie	81%	80%	74%	82% A	72%	84% A	81% A	80%
Recommend conducting business in Eden Prairie	89%	87%	86%	89%	77%	89% A	90% A	88%
Remain in Eden Prairie for the next five years	88% B	82%	74%	89% A	77%	86% A	88% A	86%

**TABLE 63: COMMUNITY CHARACTERISTICS RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Traffic flow on major streets	76%	74%	74%	77%	74%	75%	74%	76%	72%	78% A	75%
Ease of public parking	90%	93%	90%	95% B C	91%	89%	94% B	89%	90%	93%	91%
Ease of travel by car in Eden Prairie	89% C	85%	82%	92% B C	86%	82%	85%	88%	85%	87%	86%
Ease of travel by public transportation in Eden Prairie	45%	43%	49%	39%	49% A	46%	44%	47%	45%	46%	46%
Ease of walking in Eden Prairie	77%	81%	80%	75%	81% A	81%	80%	80%	81% B	76%	79%
Availability of paths and walking trails	90%	93% A	94% A	87%	94% A	94% A	94%	92%	94% B	90%	92%
Air quality	92%	95%	94%	91%	95% A	93%	94%	94%	94%	94%	94%
Cleanliness of Eden Prairie	94%	95%	95%	93%	95%	95%	95%	95%	95%	94%	95%
Overall appearance of Eden Prairie	92%	93%	93%	91%	94%	94%	93%	93%	93%	94%	93%
Public places where people want to spend time	83%	85%	87%	83%	85%	88%	84%	86%	84%	86%	85%
Variety of housing options	73%	72%	79% B	68%	74%	78% A	70%	78% A	75%	74%	74%
Availability of affordable quality housing	40%	47%	53% A	38%	47% A	52% A	43%	49% A	43%	51% A	47%
Fitness opportunities (including exercise classes and paths or trails, etc.)	89%	92% A	94% A	88%	92% A	93% A	92%	91%	92%	91%	92%

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Recreational opportunities	88%	88%	93% A B	83%	91% A	92% A	89%	91%	89%	91%	90%
Availability of affordable quality food	83%	81%	86%	83%	82%	86%	83%	84%	84%	82%	83%
Availability of affordable quality health care	79%	80%	87% A B	78%	80%	89% A B	85% B	80%	83%	80%	82%
Availability of preventive health services	83%	87% A	89% A	86%	85%	90% B	87%	86%	87%	86%	86%
Availability of affordable quality mental health care	63%	69%	73% A	54%	71% A	73% A	73% B	64%	67%	69%	68%
Opportunities for residents to provide input into City decision-making	75% B C	67%	67%	65%	70%	72%	73%	67%	68%	71%	69%
Value of City services considering the property taxes you pay	72%	67%	69%	72%	67%	74% B	72%	68%	70%	68%	69%

**TABLE 64: COMMUNITY CHARACTERISTICS RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Traffic flow on major streets	76%	72%	71%	76%	71%	71%	79% B	75%
Ease of public parking	94% B	88%	88%	92% A	88%	88%	94% A B	91%
Ease of travel by car in Eden Prairie	86%	85%	85%	86%	84%	85%	88%	86%
Ease of travel by public transportation in Eden Prairie	49%	41%	42%	46%	41%	42%	48%	46%
Ease of walking in Eden Prairie	77%	83% A	81%	79%	71%	85% A C	78% A	79%
Availability of paths and walking trails	93%	92%	89%	93% A	86%	92% A	94% A	92%
Air quality	95% B	92%	91%	95% A	87%	93% A	97% A B	94%
Cleanliness of Eden Prairie	95%	94%	90%	96% A	86%	94% A	98% A B	95%
Overall appearance of Eden Prairie	95% B	91%	88%	94% A	81%	94% A	96% A	93%
Public places where people want to spend time	88% B	81%	79%	87% A	69%	85% A	89% A	85%
Variety of housing options	77% B	70%	62%	78% A	63%	69%	80% A B	74%
Availability of affordable quality housing	54% B	36%	28%	52% A	33%	37%	55% A B	47%
Fitness opportunities (including exercise classes and	93%	90%	87%	93%	81%	92%	94%	92%

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
paths or trails, etc.)	B			A		A	A	
Recreational opportunities	91% B	87%	84%	91% A	80%	88% A	93% A B	90%
Availability of affordable quality food	84%	82%	77%	85% A	75%	82% A	87% A	83%
Availability of affordable quality health care	84% B	78%	77%	83% A	77%	77%	86% A B	82%
Availability of preventive health services	88% B	83%	83%	87%	79%	81%	90% A B	86%
Availability of affordable quality mental health care	73% B	59%	57%	71% A	66% B	52%	76% B	68%
Opportunities for residents to provide input into City decision-making	69%	70%	66%	70%	62%	73% A	71%	69%
Value of City services considering the property taxes you pay	68%	71%	67%	70%	61%	73% A	71% A	69%

**TABLE 65: QUALITY OF SERVICE DELIVERY RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Police services	90%	90%	96% A B	86%	92% A	95% A	95% B	88%	92%	91%	92%
Crime prevention	86%	85%	90% B	86%	85%	91% B	88%	86%	87%	86%	87%
Fire services	98%	97%	98%	96%	99% A	97%	98%	97%	97%	98%	98%
Fire Department response time	99%	98%	97%	100% C	98%	97%	99% B	97%	98%	99%	98%
Hennepin Healthcare Emergency Medical Service (ambulance) response time	92%	95%	97%	87%	96% A	97% A	97% B	93%	94%	95%	95%
Animal control	84%	86%	84%	87%	84%	85%	86%	84%	86%	83%	85%
Recreation services (i.e., recreation programs and classes, etc.)	88%	91%	94% A	89%	90%	94% B	92%	90%	91%	90%	91%
Recreation centers or facilities	87%	91%	95% A	89%	90%	94% A B	92%	90%	91%	91%	91%
Park maintenance	97%	94%	96%	97%	95%	96%	97% B	94%	95%	96%	95%
Trail maintenance	94%	91%	93%	94%	92%	94%	94%	92%	93%	93%	93%
Senior programs and services	88%	91%	88%	78%	92% A	89%	90%	89%	91%	86%	89%
Street lighting	77%	78%	79%	76%	76%	82% B	81% B	74%	80% B	74%	78%
Street repair	72%	75%	78%	72%	73%	80%	74%	76%	76%	74%	75%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Traffic signal timing	67%	67%	65%	64%	65%	70%	66%	67%	67%	65%	66%
City streets as a whole	87%	87%	86%	86%	87%	88%	88%	86%	86%	88%	87%
Streets in your neighborhood	84%	85%	89%	82%	86%	88% A	85%	87%	86%	85%	85%
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	74%	73%	75%	71%	77% C	71%	77% B	71%	74%	74%	74%
Asphalt trails in your neighborhood	81%	83%	84%	78%	83%	84%	85% B	80%	84% B	79%	82%
Snow removal on City streets (excludes 494, 62 and County roads)	77%	85% A	88% A	71%	84% A	91% A B	81%	86% A	83%	84%	83%
Street sweeping on City streets (excludes 494, 62 and County roads)	85%	89%	87%	86%	86%	90%	89%	85%	87%	88%	87%
Building inspections	81%	87%	86%	76%	86% A	89% A	90% B	81%	85%	84%	85%
Assessing services	78%	83%	78%	74%	81%	83%	84%	78%	80%	80%	80%
City planning services	81%	79%	77%	76%	81%	79%	81%	79%	81%	76%	79%
City engineering services	89%	85%	82%	84%	86%	86%	87%	85%	89% B	82%	85%
Housing and community services	80%	84%	79%	81%	83%	80%	83%	80%	80%	82%	81%
Drinking water	79%	89% A C	84%	85%	85%	85%	83%	87% A	83%	88% A	84%
Economic development	82%	80%	81%	78%	83%	84%	82%	81%	80%	83%	81%
Storm drainage	91%	87%	88%	89%	88%	90%	88%	89%	89%	88%	88%
Water and sewer services	90%	91%	89%	90%	90%	92%	90%	91%	90%	90%	90%



Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Utility billing	79%	86% A	82%	76%	86% A	85% A	83%	83%	82%	84%	83%
Emergency management (services that prepare the community for natural disasters or other emergency situations)	90%	92%	90%	97% B C	90%	90%	92%	90%	92%	90%	91%
Preservation of natural areas such as open space, parklands and wetlands	93% C	92%	88%	91%	93%	90%	91%	92%	90%	93%	91%
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	90%	93%	91%	89%	93%	93%	92%	92%	92%	92%	92%
Overall quality of Eden Prairie services	93%	91%	92%	91%	92%	93%	91%	93%	93%	91%	92%

**TABLE 66: QUALITY OF SERVICE DELIVERY RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Police services	93% B	89%	86%	93% A	84%	92% A	93% A	92%
Crime prevention	89% B	84%	80%	89% A	81%	87%	88% A	87%
Fire services	98%	97%	96%	98%	95%	97%	99% A	98%
Fire Department response time	98%	98%	99%	98%	99%	97%	98%	98%
Hennepin Healthcare Emergency Medical Service	97%	92%	90%	96%	97%	89%	97%	95%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
(ambulance) response time	B			A	B		B	
Animal control	85%	86%	85%	85%	76%	90% A	87% A	85%
Recreation services (i.e., recreation programs and classes, etc.)	93% B	87%	85%	92% A	81%	89% A	94% A B	91%
Recreation centers or facilities	92% B	88%	88%	92%	86%	89%	93% A	91%
Park maintenance	96%	94%	92%	96% A	93%	97% A	96% A	95%
Trail maintenance	93%	92%	88%	94% A	83%	96% A	94% A	93%
Senior programs and services	90%	89%	84%	91%	84%	92%	92% A	89%
Street lighting	79%	77%	74%	79%	80%	78%	79%	78%
Street repair	78% B	71%	67%	77% A	65%	77% A	76% A	75%
Traffic signal timing	69% B	63%	65%	67%	59%	67%	68% A	66%
City streets as a whole	89% B	84%	82%	88% A	73%	90% A	89% A	87%
Streets in your neighborhood	89% B	80%	81%	87% A	74%	91% A C	86% A	85%
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	75%	72%	70%	75%	69%	78% A	74%	74%
Asphalt trails in your neighborhood	80%	85%	85%	82%	78%	85%	82%	82%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
		A						
Snow removal on City streets (excludes 494, 62 and County roads)	87% B	78%	69%	87% A	72%	84% A	85% A	83%
Street sweeping on City streets (excludes 494, 62 and County roads)	89% B	84%	81%	89% A	79%	88% A	89% A	87%
Building inspections	84%	86%	84%	85%	89%	86%	84%	85%
Assessing services	80%	80%	77%	80%	71%	83%	82%	80%
City planning services	78%	82%	75%	80%	73%	83%	81%	79%
City engineering services	84%	89%	84%	86%	71%	90% A	87% A	85%
Housing and community services	84% B	77%	79%	82%	70%	84% A	84% A	81%
Drinking water	87% B	81%	81%	85%	74%	86% A	87% A	84%
Economic development	82%	81%	77%	82%	73%	83% A	84% A	81%
Storm drainage	89%	87%	91%	88%	90%	85%	91% B	88%
Water and sewer services	93% B	85%	86%	91% A	80%	89% A	93% A B	90%
Utility billing	86% B	77%	72%	85% A	68%	81% A	87% A B	83%
Emergency management (services that prepare the community for natural disasters or other emergency situations)	90%	92%	88%	92%	78%	94% A	93% A	91%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Preservation of natural areas such as open space, parklands and wetlands	92%	90%	92%	91%	88%	92%	93%	91%
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	93%	91%	84%	94% A	81%	91% A	95% A B	92%
Overall quality of Eden Prairie services	93%	90%	87%	93% A	80%	91% A	96% A B	92%

**TABLE 67: AIRPORT NOISE RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood: (Percent "major" or "extreme" problem)	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	5%	10% A	13% A	2%	12% A	11% A	9%	9%	7%	13% A	9%

**TABLE 68: AIRPORT NOISE RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood: (Percent "major" or "extreme" problem)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	12% B	4%	2%	11% A	4%	5%	12% A B	9%

**TABLE 69: EVENT FAMILIARITY RATINGS BY RESPONDENT CHARACTERISTICS**

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Citywide Open House	24%	56% A	57% A	30%	49% A	54% A	46%	46%	39%	57% A	46%
Eden Prairie Night to Unite	51%	81% A	82% A	53%	74% A	81% A B	74%	69%	69%	76% A	71%
Fourth of July Hometown Celebration	56%	91% A	96% A	62%	84% A	90% A B	82% B	78%	76%	88% A	80%
Staring Lake Summer Concert Series	66%	93% A	97% A	68%	89% A	93% A	87%	83%	83%	90% A	85%
Senior Awareness Month	14%	21% A	42% A B	7%	21% A	42% A B	26%	23%	28% B	20%	25%
Arts in the Park	56%	85% A	85% A	58%	80% A	82% A	79% B	71%	73%	81% A	75%
Community theater productions	46%	76% A	84% A B	48%	69% A	81% A B	71% B	63%	66%	72% A	68%

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Movies in the Park	58%	84% A	85% A	61%	80% A	81% A	77%	73%	71%	84% A	76%
Fall Harvest Celebration	35%	57% A	62% A	33%	53% A	60% A B	50%	51%	46%	59% A	51%
PeopleFest! A Community Celebration of Culture	31%	50% A	53% A	26%	50% A	50% A	49% B	40%	40%	54% A	45%

TABLE 70: EVENT FAMILIARITY RATINGS BY RESPONDENT CHARACTERISTICS

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Citywide Open House	52% B	37%	32%	49% A	38%	43%	49% A	46%
Eden Prairie Night to Unite	78% B	62%	54%	76% A	62%	67%	75% A B	71%
Fourth of July Hometown Celebration	87% B	71%	63%	85% A	72%	79%	82% A	80%
Staring Lake Summer Concert Series	90% B	79%	76%	88% A	81%	81%	87% A B	85%
Senior Awareness Month	27% B	21%	21%	25%	40% B C	23%	21%	25%
Arts in the Park	80% B	69%	66%	78% A	77%	70%	77% B	75%

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Community theater productions	75% B	58%	50%	73% A	61%	64%	71% A B	68%
Movies in the Park	79% B	71%	69%	77% A	65%	75% A	77% A	76%
Fall Harvest Celebration	57% B	42%	42%	53% A	44%	45%	54% A B	51%

**TABLE 71: PARTICIPATION IN PARKS AND RECREATION AMENITIES RATINGS BY RESPONDENT CHARACTERISTICS**

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	93%	94%	94%	98% C	95% C	89%	93%	95%	91%	99% A	94%
Smaller neighborhood parks	87%	92% A	89%	83%	95% A C	87%	88%	92% A	86%	95% A	90%
Senior Center	5%	14% A	29% A B	4%	8%	34% A B	16%	13%	19% B	8%	15%
Outdoor Center	31%	50% A C	43% A	26%	51% A C	40% A	41%	43%	34%	55% A	42%
Staring Lake Amphitheatre	27%	55% A	57% A	29%	50% A	53% A	44%	48%	43%	52% A	47%

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Staring Lake Observatory	17%	22%	20%	17%	25% A C	15%	17%	23% A	17%	25% A	20%
Richard T. Anderson Conservation Area	31%	48% A	43% A	38%	47% A C	35%	39%	44% A	36%	50% A	41%
Art Center	12%	27% A C	20% A	14%	24% A C	18%	22% B	18%	15%	29% A	20%
Community Center	43%	71% A	72% A	39%	70% A	66% A	64%	60%	51%	79% A	62%

**TABLE 72: PARTICIPATION IN PARKS AND RECREATION AMENITIES RATINGS BY RESPONDENT CHARACTERISTICS**

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	96% B	91%	90%	95% A	87%	91%	96% A B	94%
Smaller neighborhood parks	93% B	85%	83%	91% A	80%	83%	94% A B	90%
Senior Center	15%	16%	9%	16% A	28% B C	17% C	11%	15%
Outdoor Center	46% B	36%	37%	43% A	30%	36%	48% A B	42%



In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Staring Lake Amphitheatre	53% B	37%	33%	50% A	42%	39%	51% A B	47%
Staring Lake Observatory	21%	18%	19%	20%	17%	18%	22%	20%
Richard T. Anderson Conservation Area	46% B	35%	43%	41%	24%	41% A	45% A	41%
Art Center	23% B	15%	17%	21%	19%	20%	21%	20%
Community Center	75% B	42%	36%	69% A	49%	48%	71% A B	62%

**TABLE 73: QUALITY OF PARKS AND RECREATION AMENITIES RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	97%	97%	99%	95%	98%	98%	98% B	96%	98%	96%	97%
Smaller neighborhood parks	97% B	94%	97% B	96%	96%	96%	96%	95%	96%	95%	96%
Senior Center	92%	81%	82%	100%	88%	81%	82%	85%	81%	90%	83%
Outdoor Center	95%	92%	92%	87%	95% A	92%	96% B	90%	92%	94%	93%
Staring Lake Amphitheatre	98%	94%	95%	94%	96%	94%	97%	92%	95%	95%	95%

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
	B						B				
Staring Lake Observatory	88%	91%	91%	83%	93% A	94% A	91%	91%	91%	90%	91%
Richard T. Anderson Conservation Area	94%	94%	90%	92%	95%	91%	95%	92%	92%	94%	93%
Art Center	88%	90%	90%	81%	93% A	88%	90%	90%	88%	90%	89%
Community Center	95%	93%	95%	88%	96% A	94% A	94%	94%	94%	94%	94%

**TABLE 74: QUALITY OF PARKS AND RECREATION AMENITIES RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	97%	97%	95%	98% A	95%	95%	99% A B	97%
Smaller neighborhood parks	95%	96%	95%	96%	88%	98% A	96% A	96%
Senior Center	86%	79%	87%	83%	90%	80%	84%	83%
Outdoor Center	94%	90%	90%	93%	84%	93% A	95% A	93%
Staring Lake Amphitheatre	95%	95%	92%	95%	90%	95%	96% A	95%

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Staring Lake Observatory	90%	91%	88%	91%	86%	86%	93%	91%
Richard T. Anderson Conservation Area	93%	93%	92%	93%	85%	95% A	93% A	93%
Art Center	92% B	84%	90%	89%	80%	84%	95% A B	89%
Community Center	95%	92%	93%	94%	89%	93%	95% A	94%

**TABLE 75: FEELINGS OF SAFETY BY RESPONDENT CHARACTERISTICS**

Please rate how safe or unsafe you feel in the following areas of Eden Prairie: (Percent "very" or "somewhat" safe)	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Eden Prairie Center mall	92% B	88%	92% B	87%	92% A	92% A	90%	92%	91%	89%	90%
Paths or walking trails	93% C	91%	89%	90%	93%	91%	89%	94% A	91%	93%	91%
Retail parking lots	88%	88%	85%	82%	90% A	88% A	86%	90% A	87%	88%	87%
Your neighborhood	94%	95%	95%	91%	95% A	96% A	93%	96% A	94%	95%	94%
Parks and open space	95% B	91%	92%	90%	95% A C	91%	92%	94%	91%	95% A	93%

**TABLE 76: FEELINGS OF SAFETY BY RESPONDENT CHARACTERISTICS**

Please rate how safe or unsafe you feel in the following areas of Eden Prairie: (Percent "very" or "somewhat" safe)	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Eden Prairie Center mall	90%	92%	91%	90%	91%	91%	92%	90%
Paths or walking trails	92%	90%	89%	92%	83%	92% A	94% A	91%
Retail parking lots	89% B	85%	82%	89% A	82%	87%	90% A	87%
Your neighborhood	95%	93%	89%	96% A	83%	96% A	96% A	94%
Parks and open space	94% B	90%	86%	94% A	83%	90% A	97% A B	93%

**TABLE 77: PROBLEM RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie. (Percent "moderate," 'major' or "extreme" problem)	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Traffic speeding	28%	32%	42% A B	30%	31%	39% A B	35%	31%	36% B	29%	34%
Stop sign violations in your neighborhood	17%	22% A	27% A	17%	21%	25% A	21%	21%	22%	21%	22%
Violent crime	8%	7%	13% A B	6%	8%	12% A	10%	7%	8%	10%	9%
Drugs	11%	15%	28% A B	8%	15% A	27% A B	16%	16%	17%	16%	17%

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie. (Percent "moderate," 'major' or "extreme" problem)	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Youth crimes	16%	15%	27% A B	12%	18% A	25% A B	19%	17%	18%	19%	18%
Vandalism and property crimes	22%	30% A	37% A	28%	28%	32%	32% B	25%	29%	29%	29%
Identity theft	16%	18%	34% A B	15%	21%	28% A B	21%	21%	23%	19%	21%

TABLE 78: PROBLEM RATINGS BY RESPONDENT CHARACTERISTICS

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie. (Percent "moderate," 'major' or "extreme" problem)	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Traffic speeding	31%	37% A	31%	34%	33%	37% C	30%	34%
Stop sign violations in your neighborhood	22%	21%	24%	21%	20%	23%	20%	22%
Violent crime	9%	9%	8%	9%	7%	11%	7%	9%
Drugs	19% B	13%	11%	18% A	14%	18%	15%	17%
Youth crimes	20%	16%	13%	20% A	9%	19% A	18% A	18%
Vandalism and property crimes	31%	26%	22%	31% A	20%	29%	29%	29%
Identity theft	22%	20%	15%	23% A	22%	23%	19%	21%

**TABLE 79: POLICE DEPARTMENT CONTACT BY RESPONDENT CHARACTERISTICS**

Have you had contact with the Eden Prairie Police Department within the last two years through any of the following? (Percent "yes")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Report a crime	15%	22% A C	17%	18%	20% C	15%	19%	17%	16%	22% A	18%
Animal Control	10%	15% A	16% A	12%	14%	13%	15%	12%	13%	14%	13%
Services such as medical assistance	7%	9%	13% A	5%	8%	15% A B	10%	9%	9%	10%	9%
Assistance with a car lockout	4%	3%	2%	2%	4%	3%	4%	3%	3%	3%	3%
Community programs	11%	27% A C	20% A	17%	22%	19%	24% B	16%	15%	28% A	20%
Schools (Liaison Officers)	6%	10% A C	5%	3%	12% A C	3%	9% B	5%	2%	15% A	7%
Senior programs	1%	3%	9% A B	0%	1%	11% A B	5%	3%	6% B	1%	4%
Eden Prairie Night to Unite	11%	31% A	28% A	8%	30% A	25% A	25%	22%	17%	33% A	24%
Safety Camp	1%	5% A C	2%	0%	5% A C	2%	5% B	2%	1%	6% A	3%
Citywide Open House	3%	17% A C	11% A	7%	14% A C	8%	12%	9%	6%	19% A	11%

**TABLE 80: POLICE DEPARTMENT CONTACT BY RESPONDENT CHARACTERISTICS**

Have you had contact with the Eden Prairie Police Department within the last two years through any of the following? (Percent "yes")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Report a crime	21% B	15%	14%	20% A	14%	17%	20%	18%
Animal Control	17% B	8%	10%	14%	16% B	7%	16% B	13%
Services such as medical assistance	10%	9%	9%	10%	19% B C	9%	7%	9%
Assistance with a car lockout	2%	5% A	9% B	2%	6% C	6% C	2%	3%
Community programs	21%	19%	17%	21%	22%	19%	20%	20%
Schools (Liaison Officers)	9% B	5%	6%	8%	5%	6%	8%	7%
Senior programs	2%	6% A	3%	4%	11% B C	4%	2%	4%
Eden Prairie Night to Unite	32% B	12%	7%	28% A	14%	14%	30% A B	24%
Safety Camp	4% B	2%	2%	4%	1%	2%	4%	3%
Citywide Open House	14% B	6%	4%	12% A	7%	8%	13% A B	11%

**TABLE 81: IMPRESSION OF POLICE DEPARTMENT CONTACT BY RESPONDENT CHARACTERISTICS**

Overall, how would you rate your contact with the Eden Prairie Police Department? (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall, how would you rate your contact with the Eden Prairie Police Department?	93%	90%	95% B	87%	92% A	96% A B	94%	91%	93%	91%	92%

**TABLE 82: IMPRESSION OF POLICE DEPARTMENT CONTACT BY RESPONDENT CHARACTERISTICS**

Overall, how would you rate your contact with the Eden Prairie Police Department? (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Overall, how would you rate your contact with the Eden Prairie Police Department?	92%	92%	88%	93% A	83%	94% A	93% A	92%

**TABLE 83: FAMILIARITY WITH FIREFIGHTER STATUS BY RESPONDENT CHARACTERISTICS**

Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters? (Percent "yes")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters?	27%	60% A	85% A B	32%	55% A	72% A B	54%	57%	57%	55%	56%



**TABLE 84: FAMILIARITY WITH FIREFIGHTER STATUS BY RESPONDENT CHARACTERISTICS**

Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters? (Percent "yes")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters?	66% B	41%	26%	63% A	43%	46%	61% A B	56%

**TABLE 85: SUPPORT FOR CITY OWNED LIQUOR STORES BY RESPONDENT CHARACTERISTICS**

(Percent "strongly" or "somewhat support")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$800,000 to capital and public improvement projects in Eden Prairie related to trails, parks, and playgrounds. To what extent do you support the City continuing to operate its municipal liquor stores?	87% C	84%	81%	90% B C	84%	82%	87% B	82%	86% B	81%	84%

**TABLE 86: SUPPORT FOR CITY OWNED LIQUOR STORES BY RESPONDENT CHARACTERISTICS**

<b>(Percent "strongly" or "somewhat support")</b>	<b>Housing unit type</b>		<b>Rent or own</b>		<b>Household income</b>			<b>Overall</b>
	<b>Detached</b>	<b>Attached</b>	<b>Rent</b>	<b>Own</b>	<b>Less than \$50,000</b>	<b>\$50,000 to \$99,999</b>	<b>\$100,000 or more</b>	<b>(A)</b>
	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	
The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$800,000 to capital and public improvement projects in Eden Prairie related to trails, parks, and playgrounds. To what extent do you support the City continuing to operate its municipal liquor stores?	81%	89% A	88% B	83%	86%	88%	84%	84%

**TABLE 87: QUALITY OF LIQUOR STORE RATINGS BY RESPONDENT CHARACTERISTICS**

<b>If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following: (Percent "excellent" or 'good')</b>	<b>Length of residency</b>			<b>Age</b>			<b>Gender</b>		<b>Presence of children</b>		<b>Overall</b>
	<b>Less than 5 years</b>	<b>6 to 20 years</b>	<b>More than 20 years</b>	<b>18-34</b>	<b>35-54</b>	<b>55+</b>	<b>Female</b>	<b>Male</b>	<b>No</b>	<b>Yes</b>	<b>(A)</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>	
Product selection	90%	89%	91%	94% B	87%	91% B	94% B	85%	91% B	87%	89%
Prices of products	63% B C	53%	52%	64% B C	54%	55%	64% B	48%	58%	53%	56%
Courtesy and friendliness of staff	98% B	94%	96%	96%	96%	96%	96%	96%	97% B	94%	96%

**TABLE 88: QUALITY OF LIQUOR STORE RATINGS BY RESPONDENT CHARACTERISTICS**

If you have visited any of the City’s three liquor stores in the last 12 months, please rate your impression of each of the following: (Percent "excellent" or 'good')	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Product selection	89%	91%	87%	90%	92%	91%	88%	89%
Prices of products	53%	61% A	62%	54%	66% C	67% C	51%	56%
Courtesy and friendliness of staff	95%	97%	93%	97% A	94%	95%	96%	96%

**TABLE 89: IMPRESSION OF CITY EMPLOYEE BY RESPONDENT CHARACTERISTICS**

What was your impression of City employees in your most recent contact? (Percent "excellent" or 'good')	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Knowledge	96%	95%	95%	89%	97% A	96% A	97% B	93%	96%	94%	95%
Courtesy	95%	95%	96%	89%	97% A	96% A	95%	96%	97% B	93%	95%
Responsiveness	96%	92%	93%	91%	94%	95%	93%	95%	95% B	91%	94%
Follow-up (got back to you or took action if needed)	95% C	91%	88%	90%	93%	91%	92%	92%	93%	89%	91%
Overall customer service	93%	93%	93%	83%	96% A	95% A	92%	95%	93%	93%	93%

**TABLE 90: IMPRESSION OF CITY EMPLOYEE BY RESPONDENT CHARACTERISTICS**

What was your impression of City employees in your most recent contact? (Percent "excellent" or 'good')	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Knowledge	94%	97% A	94%	95%	88%	96% A	96% A	95%
Courtesy	95%	95%	89%	96% A	84%	98% A	96% A	95%
Responsiveness	93%	95%	90%	94%	85%	97% A	95% A	94%
Follow-up (got back to you or took action if needed)	89%	95% A	93%	91%	87%	95% A	91%	91%
Overall customer service	94%	92%	85%	95% A	81%	95% A	96% A	93%

**TABLE 91: ACCESSED CITY WEBSITE BY RESPONDENT CHARACTERISTICS**

Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months? (Percent "yes")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	72%	78% A C	66%	79% C	77% C	63%	73%	73%	68%	81% A	73%

**TABLE 92: ACCESSED CITY WEBSITE BY RESPONDENT CHARACTERISTICS**

Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months? (Percent "yes")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	75% B	70%	72%	73%	64%	72%	76% A	73%

**TABLE 93: WEBSITE RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate the following aspects of the Eden Prairie website. (Percent "excellent" or 'good')	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Appearance	80%	88% A	91% A	79%	88% A	91% A	86%	87%	88% B	84%	86%
Online information and services offered	81%	87% A	90% A	85%	83%	91% A B	86%	85%	85%	86%	86%
Ease of navigation/ability to find information	70%	69%	73%	71%	66%	77% B	68%	73%	72%	67%	70%
Search function	68%	69%	72%	71%	66%	76% B	73%	66%	71%	68%	70%
Online registration for recreation programs	73%	69%	79% B	76%	70%	80% B	74%	73%	83% B	65%	73%

**TABLE 94: WEBSITE RATINGS BY RESPONDENT CHARACTERISTICS**

Please rate the following aspects of the Eden Prairie website. (Percent "excellent" or 'good')	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Appearance	86%	87%	85%	87%	69%	92% A	87% A	86%
Online information and services offered	88% B	81%	74%	88% A	77%	84%	88% A	86%
Ease of navigation/ability to find information	71%	68%	65%	71%	49%	75% A	72% A	70%
Search function	70%	69%	70%	69%	54%	77% A C	69% A	70%
Online registration for recreation programs	74%	72%	70%	74%	70%	77%	72%	73%

**TABLE 95: READERSHIP OF CITY NEWSLETTER BY RESPONDENT CHARACTERISTICS**

The City publishes a quarterly newsletter called "Life in the Prairie," which is mailed to all Eden Prairie households. Do you read this newsletter? (Percent "yes")	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
The City publishes a quarterly newsletter called "Life in the Prairie," which is mailed to all Eden Prairie households. Do you read this newsletter?	70%	81% A	82% A	67%	78% A	84% A B	79%	76%	78%	78%	78%

**TABLE 96: READERSHIP OF CITY NEWSLETTER BY RESPONDENT CHARACTERISTICS**

The City publishes a quarterly newsletter called “Life in the Prairie,” which is mailed to all Eden Prairie households. Do you read this newsletter? (Percent “yes”)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
The City publishes a quarterly newsletter called “Life in the Prairie,” which is mailed to all Eden Prairie households. Do you read this newsletter?	81% B	74%	70%	79% A	77%	77%	78%	78%

**TABLE 97: QUALITY OF CITY NEWSLETTER BY RESPONDENT CHARACTERISTICS**

How would you rate the quality of the “Life in the Prairie” newsletter? (Percent “excellent” or “good”)	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
How would you rate the quality of the “Life in the Prairie” newsletter?	83%	83%	86%	85%	83%	86%	85%	84%	87% B	79%	84%

**TABLE 98: QUALITY OF CITY NEWSLETTER BY RESPONDENT CHARACTERISTICS**

How would you rate the quality of the “Life in the Prairie” newsletter? (Percent “excellent” or “good”)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
How would you rate the quality of the “Life in the Prairie” newsletter?	84%	85%	80%	85%	86%	82%	86%	84%

**TABLE 99: SOURCES OF INFORMATION BY RESPONDENT CHARACTERISTICS**

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services: (Percent "major" or "minor" source)	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Life in the Prairie (quarterly City newsletter)	70%	75%	78% A	66%	75% A	78% A	74%	75%	75%	72%	74%
City Website (edenprairie.org)	83%	87% C	80%	87% C	88% C	76%	84%	83%	81%	89% A	84%
City News email/text subscription	64%	75% A	73% A	62%	76% A C	69% A	71%	71%	64%	81% A	71%
EPTV government access cable channel	16% B	11%	17% B	16%	13%	16%	14%	15%	15%	15%	15%
City Council and/or Planning Commission meeting broadcasts	22%	20%	26% B	16%	25% A	25% A	20%	26% A	21%	24%	22%
Nextdoor	51%	53%	50%	45%	58% A C	47%	55% B	48%	47%	58% A	51%
Facebook	49% C	48% C	37%	46% C	57% A C	29%	55% B	36%	36%	60% A	45%
Twitter	22% C	20% C	15%	22% C	26% C	9%	15%	24% A	15%	25% A	19%
Other online news sources	52% C	46%	43%	47% C	54% A C	37%	45%	49%	44%	52% A	46%
Parks and Recreation Program Guide (3 per year)	70%	75%	78% A	59%	79% A	78% A	77% B	71%	70%	81% A	74%
Star Tribune	34%	39%	58% A B	32%	39%	57% A B	43%	42%	48% B	35%	43%
Eden Prairie Sun Sailor	23%	33% A	46% A B	20%	35% A	41% A	34%	32%	33%	33%	33%



Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services: (Percent "major" or "minor" source)	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Local TV/radio stations	42%	48%	59% A B	35%	49% A	60% A B	46%	53% A	52% B	44%	49%
Word of mouth from family, friends or neighbors	83%	88% A	91% A	77%	90% A	89% A	89%	86%	84%	93% A	87%

**TABLE 100: SOURCES OF INFORMATION BY RESPONDENT CHARACTERISTICS**

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services: (Percent "major" or "minor" source)	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Life in the Prairie (quarterly City newsletter)	75%	72%	65%	76% A	66%	75% A	76% A	74%
City Website (edenprairie.org)	85%	82%	82%	84%	79%	81%	86% A B	84%
City News email/text subscription	77% B	62%	56%	74% A	47%	65% A	77% A B	71%
EPTV government access cable channel	13%	17%	20% B	13%	16%	13%	15%	15%
City Council and/or Planning Commission meeting broadcasts	22%	23%	26%	22%	16%	21%	24% A	22%
Nextdoor	56% B	45%	37%	55% A	33%	48% A	57% A B	51%
Facebook	46%	44%	52% B	43%	36%	43%	50% A B	45%

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services: (Percent "major" or "minor" source)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Twitter	19%	20%	25% B	18%	12%	18%	23% A	19%
Other online news sources	48%	45%	43%	48%	32%	43% A	52% A B	46%
Parks and Recreation Program Guide (3 per year)	77% B	70%	67%	76% A	78% B	68%	77% B	74%
Star Tribune	44%	41%	39%	44%	46%	38%	44%	43%
Eden Prairie Sun Sailor	40% B	23%	21%	36% A	34%	28%	35%	33%
Local TV/radio stations	48%	50%	50%	49%	47%	51%	49%	49%
Word of mouth from family, friends or neighbors	92% B	80%	81%	89% A	88%	81%	89% B	87%

**TABLE 101: WILLINGNESS TO PARTICIPATE IN SUSTAINABLE PROGRAM BY RESPONDENT CHARACTERISTICS**

If you are willing to participate in the Sustainable Eden Prairie program, please indicate how likely you would be to participate in the following focus areas: (Percent "very likely" or 'likely')	Length of residency			Age			Gender		Presence of children		Overall (A)
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Water conservation	83% C	77% C	71%	83% C	79% C	71%	81% B	74%	74%	83% A	77%
Energy reduction	83% C	80%	74%	89% B C	80% C	71%	83% B	76%	76%	85% A	79%
Solid waste reduction, reuse, or recycling	82%	86% C	78%	89% C	84% C	77%	86% B	80%	81%	86% A	83%
Native landscaping	71% C	74% C	63%	75% C	73% C	61%	70%	70%	64%	80% A	70%

**TABLE 102: WILLINGNESS TO PARTICIPATE IN SUSTAINABLE PROGRAM BY RESPONDENT CHARACTERISTICS**

If you are willing to participate in the Sustainable Eden Prairie program, please indicate how likely you would be to participate in the following focus areas: (Percent "very likely" or 'likely')	Housing unit type		Rent or own		Household income			Overall (A)
	Detached	Attached	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Water conservation	79%	75%	77%	78%	72%	75%	80%	77%
Energy reduction	81% B	76%	78%	80%	74%	77%	81%	79%
Solid waste reduction, reuse, or recycling	85% B	80%	75%	85% A	77%	78%	86% A B	83%
Native landscaping	73% B	65%	70%	70%	62%	63%	75% A B	70%

COMPARISONS BY GEOGRAPHIC AREAS

TABLE 103: QUALITY OF LIFE RATINGS BY AREA

Please rate each of the following aspects of quality of life in Eden Prairie: (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Eden Prairie as a place to live	96% B	92%	95%	97% B	95%
Your neighborhood as a place to live	95% B	91%	95% B	92%	93%
Eden Prairie as a place to raise children	95% B	86%	93% B	95% B	93%
Eden Prairie as a place to work	87%	82%	87%	92% B	87%
Eden Prairie as a place to visit	77% C	73%	69%	75%	74%
Eden Prairie as a place to retire	67%	70%	72%	68%	69%
The overall quality of life in Eden Prairie	95% B	91%	95%	93%	93%

**TABLE 104: GENERAL COMMUNITY CHARACTERISTICS RATINGS BY AREA**

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Overall feeling of safety in Eden Prairie	93%	94% D	91%	89%	92%
Overall ease of getting to the places you usually have to visit	82%	77%	82%	85% B	82%
Quality of overall natural environment in Eden Prairie	97% B	92%	94%	94%	94%
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	82%	81%	77%	81%	80%
Health and wellness opportunities in Eden Prairie	94% B C D	87%	87%	89%	89%
Overall opportunities for education and enrichment	92%	87%	88%	90%	89%
Overall economic health of Eden Prairie	91%	94%	91%	93%	92%
Sense of community	68%	68%	66%	74% C	69%
Overall image or reputation of Eden Prairie	92%	89%	91%	91%	91%

**TABLE 105: LIKELIHOOD RATINGS BY AREA**

Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat likely")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Recommend living in Eden Prairie to someone who asks	96% B C	91%	92%	93%	93%
Recommend visiting Eden Prairie	81%	80%	78%	82%	80%
Recommend conducting business in Eden Prairie	91%	87%	87%	88%	88%
Remain in Eden Prairie for the next five years	89% B	83%	86%	86%	86%

TABLE 106: COMMUNITY CHARACTERISTICS RATINGS BY AREA

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Traffic flow on major streets	73%	73%	76%	76%	75%
Ease of public parking	92%	94% C	89%	90%	91%
Ease of travel by car in Eden Prairie	84%	87% C	81%	91% A C	86%
Ease of travel by public transportation in Eden Prairie	51%	45%	43%	44%	46%
Ease of walking in Eden Prairie	82% B	75%	79%	82% B	79%
Availability of paths and walking trails	94% B	87%	92% B	96% B	92%
Air quality	96% B	91%	95% B	94%	94%
Cleanliness of Eden Prairie	96% B	92%	94%	97% B	95%
Overall appearance of Eden Prairie	95% B	89%	91%	96% B C	93%
Public places where people want to spend time	85%	83%	81%	90% B C	85%
Variety of housing options	73%	70%	75%	80% B	74%
Availability of affordable quality housing	50% C	42%	41%	54% B C	47%
Fitness opportunities (including exercise classes and paths or trails, etc.)	94% C	91%	88%	94% C	92%

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Quadrant				Overall (A)
	NW	NE	SE	SW	
	(A)	(B)	(C)	(D)	
Recreational opportunities	93% B C	86%	87%	92% B C	90%
Availability of affordable quality food	84%	83%	81%	84%	83%
Availability of affordable quality health care	84%	79%	80%	84%	82%
Availability of preventive health services	89% C	86%	83%	86%	86%
Availability of affordable quality mental health care	72%	67%	63%	71%	68%
Opportunities for residents to provide input into City decision-making	67%	73%	67%	71%	69%
Value of City services considering the property taxes you pay	66%	69%	69%	73%	69%

TABLE 107: QUALITY OF SERVICE DELIVERY RATINGS BY AREA

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Quadrant				Overall (A)
	NW	NE	SE	SW	
	(A)	(B)	(C)	(D)	
Police services	93%	90%	91%	93%	92%
Crime prevention	88%	87%	85%	88%	87%
Fire services	100% B D	97%	99% D	95%	98%
Fire Department response time	99% C	98%	96%	99% C	98%
Hennepin Healthcare Emergency Medical Service (ambulance) response time	99% C	99% C	86%	97% C	95%
Animal control	89%	85%	82%	84%	85%
Recreation services (i.e., recreation programs and classes, etc.)	93% B	88%	90%	92%	91%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Recreation centers or facilities	92%	89%	90%	93%	91%
Park maintenance	96%	93%	95%	98% B	95%
Trail maintenance	92%	90%	93%	96% B	93%
Senior programs and services	93%	89%	86%	89%	89%
Street lighting	74%	78%	78%	80%	78%
Street repair	73%	72%	77%	78%	75%
Traffic signal timing	70% C	67%	60%	68% C	66%
City streets as a whole	88% B	81%	90% B	87% B	87%
Streets in your neighborhood	82%	86%	87%	87%	85%
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	76% B	68%	70%	81% B C	74%
Asphalt trails in your neighborhood	81%	82%	80%	86%	82%
Snow removal on City streets (excludes 494, 62 and County roads)	80%	78%	89% A B	87% A B	83%
Street sweeping on City streets (excludes 494, 62 and County roads)	86%	85%	89%	89%	87%
Building inspections	84%	82%	86%	86%	85%
Assessing services	84%	77%	79%	80%	80%
City planning services	80%	77%	78%	81%	79%
City engineering services	85%	85%	82%	89%	85%
Housing and community services	77%	78%	82%	87% A B	81%



Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Quadrant				Overall (A)
	NW	NE	SE	SW	
	(A)	(B)	(C)	(D)	
Drinking water	81%	84%	87% A	86%	84%
Economic development	79%	81%	81%	83%	81%
Storm drainage	84%	92% A C	86%	91% A C	88%
Water and sewer services	88%	88%	90%	94% A B	90%
Utility billing	83%	80%	82%	86% B	83%
Emergency management (services that prepare the community for natural disasters or other emergency situations)	91%	92%	91%	90%	91%
Preservation of natural areas such as open space, parklands and wetlands	92%	91%	93%	90%	91%
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	95% B	89%	91%	92%	92%
Overall quality of Eden Prairie services	93%	89%	91%	95% B	92%

**TABLE 108: AIRPORT NOISE RATINGS BY AREA**

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood: (Percent "major" or "extreme" problem)	Quadrant				Overall (A)
	NW	NE	SE	SW	
	(A)	(B)	(C)	(D)	
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	2%	1%	15% A B	18% A B	9%

**TABLE 109: EVENT FAMILIARITY RATINGS BY AREA**

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Citywide Open House	47% B	38%	49% B	48% B	46%
Eden Prairie Night to Unite	72% B	61%	75% B	77% B	71%
Fourth of July Hometown Celebration	86% B	74%	81% B	81% B	80%
Staring Lake Summer Concert Series	87% B	79%	86% B	90% B	85%
Senior Awareness Month	25%	23%	27%	24%	25%
Arts in the Park	79% B	70%	78% B	76%	75%
Community theater productions	74% B	60%	71% B	68% B	68%
Movies in the Park	74%	70%	80% B	79% B	76%
Fall Harvest Celebration	55% B	46%	51%	54% B	51%
PeopleFest! A Community Celebration of Culture	45%	38%	56% A B D	42%	45%

**TABLE 110: PARTICIPATION IN PARKS AND RECREATION AMENITIES RATINGS BY AREA**

In the last two years, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	96% B C	91%	91%	97% B C	94%
Smaller neighborhood parks	92% B	86%	89%	92% B	90%
Senior Center	15%	16%	14%	15%	15%
Outdoor Center	41%	36%	42%	51% A B C	42%
Staring Lake Amphitheatre	40%	41%	53% A B	54% A B	47%
Staring Lake Observatory	18%	20%	19%	22%	20%
Richard T. Anderson Conservation Area	45% B	31%	43% B	47% B	41%
Art Center	21%	19%	20%	21%	20%
Community Center	73% B C	43%	61% B	72% B C	62%

**TABLE 111: QUALITY OF PARKS AND RECREATION AMENITIES RATINGS BY AREA**

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	99%	96%	97%	98%	97%
Smaller neighborhood parks	96%	94%	97%	95%	96%
Senior Center	89%	85%	76%	84%	83%
Outdoor Center	94%	92%	91%	94%	93%
Staring Lake Amphitheatre	96%	95%	94%	95%	95%
Staring Lake Observatory	91%	93% C	84%	95% C	91%
Richard T. Anderson Conservation Area	95% C	92%	88%	96% C	93%
Art Center	92% B	81%	87%	95% B	89%
Community Center	94%	93%	92%	97% C	94%

**TABLE 112: FEELINGS OF SAFETY BY AREA**

Please rate how safe or unsafe you feel in the following areas of Eden Prairie: (Percent "very" or "somewhat" safe)	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Eden Prairie Center mall	91%	90%	90%	91%	90%
Paths or walking trails	94% C	90%	89%	94% C	91%
Retail parking lots	89% C	86%	84%	90% C	87%
Your neighborhood	97% B	91%	96% B	95%	94%

Please rate how safe or unsafe you feel in the following areas of Eden Prairie: (Percent "very" or "somewhat" safe)	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Parks and open space	96% B C	89%	91%	94% B	93%

TABLE 113: PROBLEM RATINGS BY AREA

Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie. (Percent "moderate," 'major' or "extreme" problem)	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Traffic speeding	36%	34%	32%	32%	34%
Stop sign violations in your neighborhood	24%	23%	22%	18%	22%
Violent crime	7%	5%	12% A B	10% B	9%
Drugs	13%	14%	18%	22% A B	17%
Youth crimes	19%	13%	18%	22% B	18%
Vandalism and property crimes	28%	26%	31%	31%	29%
Identity theft	12%	17%	27% A B	31% A B	21%

**TABLE 114: POLICE DEPARTMENT CONTACT BY AREA**

Have you had contact with the Eden Prairie Police Department within the last two years through any of the following? (Percent "yes")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Report a crime	17%	14%	22% B	22% B	18%
Animal Control	12%	16%	12%	15%	13%
Services such as medical assistance	8%	11%	10%	8%	9%
Assistance with a car lockout	3%	2%	6% A B D	2%	3%
Community programs	23%	18%	19%	20%	20%
Schools (Liaison Officers)	7%	4%	10% B	8% B	7%
Senior programs	4%	6% C	3%	3%	4%
Eden Prairie Night to Unite	21%	19%	28% A B	27% B	24%
Safety Camp	3%	2%	3%	5%	3%
Citywide Open House	11%	8%	12%	12%	11%

**TABLE 115: IMPRESSION OF POLICE DEPARTMENT CONTACT BY AREA**

Overall, how would you rate your contact with the Eden Prairie Police Department? (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Overall, how would you rate your contact with the Eden Prairie Police Department?	95% B	90%	92%	92%	92%

**TABLE 116: FAMILIARITY WITH FIREFIGHTER STATUS BY AREA**

Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters? (Percent "yes")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters?	60% B	42%	63% B	57% B	56%

**TABLE 117: SUPPORT FOR CITY OWNED LIQUOR STORES BY AREA**

(Percent "strongly" or "somewhat support")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$800,000 to capital and public improvement projects in Eden Prairie related to trails, parks, and playgrounds. To what extent do you support the City continuing to operate its municipal liquor stores?	84%	86% D	86%	80%	84%

**TABLE 118: QUALITY OF LIQUOR STORE RATINGS BY AREA**

If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following: (Percent "excellent" or 'good')	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Product selection	92%	89%	89%	88%	89%
Prices of products	61% D	56%	58%	49%	56%
Courtesy and friendliness of staff	97% B	93%	96%	97% B	96%

**TABLE 119: IMPRESSION OF CITY EMPLOYEE BY AREA**

What was your impression of City employees in your most recent contact? (Percent "excellent" or 'good')	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Knowledge	96% B	91%	96% B	97% B	95%
Courtesy	98% B	92%	94%	96%	95%
Responsiveness	96% B	91%	93%	94%	94%
Follow-up (got back to you or took action if needed)	92%	88%	91%	93%	91%
Overall customer service	95% B	88%	93%	96% B	93%

**TABLE 120: ACCESSED CITY WEBSITE BY AREA**

Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months? (Percent "yes")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	77% B	65%	77% B	73% B	73%



**TABLE 121: WEBSITE RATINGS BY AREA**

Please rate the following aspects of the Eden Prairie website. (Percent "excellent" or 'good')	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Appearance	88%	83%	85%	89% B	86%
Online information and services offered	92% B C	78%	80%	92% B C	86%
Ease of navigation/ability to find information	72%	70%	68%	71%	70%
Search function	71%	71%	67%	69%	70%
Online registration for recreation programs	72%	80% C	66%	76%	73%

**TABLE 122: READERSHIP OF CITY NEWSLETTER BY AREA**

The City publishes a quarterly newsletter called "Life in the Prairie," which is mailed to all Eden Prairie households. Do you read this newsletter? (Percent "yes")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
The City publishes a quarterly newsletter called "Life in the Prairie," which is mailed to all Eden Prairie households. Do you read this newsletter?	78%	75%	79%	79%	78%

**TABLE 123: QUALITY OF CITY NEWSLETTER BY AREA**

How would you rate the quality of the "Life in the Prairie" newsletter? (Percent "excellent" or "good")	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
How would you rate the quality of the "Life in the Prairie" newsletter?	83%	86%	85%	82%	84%

TABLE 124: SOURCES OF INFORMATION BY AREA

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services: (Percent "major" or "minor" source)	Quadrant				Overall
	NW (A)	NE (B)	SE (C)	SW (D)	(A)
Life in the Prairie (quarterly City newsletter)	73%	70%	77% B	78% B	74%
City Website (edenprairie.org)	85% B	76%	88% B	86% B	84%
City News email/text subscription	74% B	60%	74% B	77% B	71%
EPTV government access cable channel	14%	14%	20% A B D	11%	15%
City Council and/or Planning Commission meeting broadcasts	17%	25% A	29% A D	19%	22%
Nextdoor	55% B	40%	60% B D	50% B	51%
Facebook	46%	41%	51% B D	43%	45%
Twitter	19%	18%	23%	17%	19%
Other online news sources	50% B	41%	48%	47%	46%
Parks and Recreation Program Guide (3 per year)	78% B	69%	78% B	72%	74%
Star Tribune	45% D	43%	46% D	37%	43%
Eden Prairie Sun Sailor	29%	31%	40% A B	33%	33%
Local TV/radio stations	50%	51%	51%	45%	49%
Word of mouth from family, friends or neighbors	86%	84%	88%	91% B	87%

**TABLE 125: WILLINGNESS TO PARTICIPATE IN SUSTAINABLE PROGRAM BY AREA**

If you are willing to participate in the Sustainable Eden Prairie program, please indicate how likely you would be to participate in the following focus areas: (Percent "very likely" or 'likely')	Quadrant				Overall
	NW	NE	SE	SW	(A)
	(A)	(B)	(C)	(D)	
Water conservation	76%	74%	80%	79%	77%
Energy reduction	78%	74%	85% A B	79%	79%
Solid waste reduction, reuse, or recycling	83%	81%	86%	80%	83%
Native landscaping	68%	71%	69%	71%	70%

## APPENDIX E: DETAILED BENCHMARK COMPARISONS

### Comparison Data

National Research Center, Inc.’s (NRC) database of comparative resident opinion comprises resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on the Eden Prairie Quality of Life Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. National benchmark comparisons, Minnesota communities’ comparisons and comparisons to the north central region with populations over 15,000 have been provided when similar questions on the Eden Prairie Quality of Life Survey are included in NRC’s database.

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked.

Where comparisons are available, four columns are provided in the table. The first column is Eden Prairie’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Eden Prairie’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Eden Prairie’s rating to the benchmark.

In that final column, Eden Prairie’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Eden Prairie’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Eden Prairie’s average rating was more than 20 points different when compared to the benchmark

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## NATIONAL BENCHMARK COMPARISONS

TABLE 126: QUESTION 1 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Eden Prairie as a place to live	95%	49	384	Higher
Your neighborhood as a place to live	93%	22	318	Higher
Eden Prairie as a place to raise children	93%	42	382	Higher
Eden Prairie as a place to work	87%	6	365	Much higher
Eden Prairie as a place to visit	74%	97	301	Similar
Eden Prairie as a place to retire	69%	128	366	Similar
The overall quality of life in Eden Prairie	93%	27	440	Higher

TABLE 127: QUESTION 2 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Eden Prairie	92%	78	363	Higher
Overall ease of getting to the places you usually have to visit	82%	44	288	Higher
Quality of overall natural environment in Eden Prairie	94%	9	289	Higher
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	80%	13	278	Higher
Health and wellness opportunities in Eden Prairie	89%	13	280	Higher
Overall opportunities for education and enrichment	89%	21	280	Higher
Overall economic health of Eden Prairie	92%	6	283	Much higher
Sense of community	69%	113	313	Similar
Overall image or reputation of Eden Prairie	91%	35	354	Higher

**TABLE 128: QUESTION 3 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Recommend living in Eden Prairie to someone who asks	93%	77	297	Similar
Remain in Eden Prairie for the next five years	86%	130	290	Similar

**TABLE 129: QUESTION 6 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Traffic flow on major streets	75%	23	339	Higher
Ease of public parking	91%	2	251	Much higher
Ease of travel by car in Eden Prairie	86%	20	316	Higher
Ease of travel by public transportation in Eden Prairie	46%	83	254	Similar
Ease of walking in Eden Prairie	79%	52	318	Higher
Availability of paths and walking trails	92%	4	317	Much higher
Air quality	94%	15	263	Higher
Cleanliness of Eden Prairie	95%	16	314	Higher
Overall appearance of Eden Prairie	93%	19	349	Higher
Public places where people want to spend time	85%	20	273	Higher
Variety of housing options	74%	18	291	Higher
Availability of affordable quality housing	47%	87	315	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	3	269	Higher
Recreational opportunities	90%	10	302	Higher
Availability of affordable quality food	83%	6	264	Higher
Availability of affordable quality health care	82%	14	277	Higher
Availability of preventive health services	86%	9	257	Higher
Availability of affordable quality mental health care	68%	16	254	Higher
Value of City services considering the property taxes you pay	69%	14	391	Higher

**TABLE 130: QUESTION 7 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Police services	92%	17	429	Higher
Crime prevention	87%	38	361	Higher
Fire services	98%	22	370	Similar
Fire Department response time	98%	NA	NA	NA
Hennepin Healthcare Emergency Medical Service (ambulance) response time	95%	47	332	Similar
Animal control	85%	7	328	Higher
Recreation services (i.e., recreation programs and classes, etc.)	91%	NA	NA	NA
Recreation centers or facilities	91%	6	289	Higher
Park maintenance	95%	1	18	Much higher
Senior programs and services	89%	2	22	Higher
Street lighting	78%	19	338	Higher
Street repair	75%	10	356	Much higher
Traffic signal timing	66%	26	276	Similar
City streets as a whole	87%	1	9	Higher
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	74%	NA	NA	NA
Snow removal on City streets (excludes 494, 62 and County roads)	83%	12	277	Higher
Street sweeping on City streets (excludes 494, 62 and County roads)	87%	3	316	Higher
Building inspections	85%	1	8	Higher
City planning services	79%	2	306	Much higher
Drinking water	84%	39	309	Higher
Economic development	81%	10	293	Higher
Storm drainage	88%	12	337	Higher
Water and sewer services	90%	NA	NA	NA
Utility billing	83%	23	249	Similar
Emergency management (services that prepare the community for natural disasters or other emergency situations)	91%	2	290	Higher
Preservation of natural areas such as open space, parklands and wetlands	91%	2	267	Much higher
Overall quality of Eden Prairie services	92%	13	401	Higher

**TABLE 131: QUESTION 11 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Senior Center	83%	NA	NA	NA
Community Center	94%	NA	NA	NA

**TABLE 132: QUESTION 12 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Eden Prairie Center mall	90%	NA	NA	NA
Your neighborhood	94%	2	9	Similar
Parks and open space	93%	3	11	Similar

**TABLE 133: QUESTION 15 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall, how would you rate your contact with the Eden Prairie Police Department?	92%	NA	NA	NA

**TABLE 134: QUESTION 22 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Knowledge	95%	3	27	Similar
Courtesy	95%	2	17	Similar
Responsiveness	94%	2	26	Higher
Follow-up (got back to you or took action if needed)	91%	NA	NA	NA
Overall customer service	93%	3	381	Higher



**TABLE 135: QUESTION 23 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	73%	2	6	Higher

**TABLE 136: QUESTION 24 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Appearance	86%	1	7	Similar
Online information and services offered	86%	1	5	Similar
Ease of navigation/ability to find information	70%	1	7	Similar
Search function	70%	1	5	Similar

**COMMUNITIES INCLUDED IN NATIONAL COMPARISONS**

The communities included in the Eden Prairie comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Cabarrus County, NC.....	178,011	Davidson town, NC.....	10,944
Airway Heights city, WA.....	6,114	Cambridge city, MA.....	105,162	Dayton city, OH.....	141,527
Albemarle County, VA.....	98,970	Canandaigua city, NY.....	10,545	Dayton town, WY.....	757
Albert Lea city, MN.....	18,016	Cannon Beach city, OR.....	1,690	Dearborn city, MI.....	98,153
Alexandria city, VA.....	139,966	Cañon City city, CO.....	16,400	Decatur city, GA.....	19,335
Allegan County, MI.....	111,408	Cape Coral city, FL.....	154,305	DeLand city, FL.....	27,031
American Canyon city, CA.....	19,454	Carlsbad city, CA.....	105,328	Delaware city, OH.....	34,753
Ankeny city, IA.....	45,582	Cartersville city, GA.....	19,731	Denison city, TX.....	22,682
Ann Arbor city, MI.....	113,934	Cary town, NC.....	135,234	Denton city, TX.....	113,383
Apache Junction city, AZ.....	35,840	Castle Rock town, CO.....	48,231	Denver city, CO.....	600,158
Arapahoe County, CO.....	572,003	Cedar Hill city, TX.....	45,028	Des Moines city, IA.....	203,433
Arlington city, TX.....	365,438	Cedar Park city, TX.....	48,937	Des Peres city, MO.....	8,373
Arvada city, CO.....	106,433	Cedar Rapids city, IA.....	126,326	Destin city, FL.....	12,305
Asheville city, NC.....	83,393	Celina city, TX.....	6,028	Dothan city, AL.....	65,496
Ashland city, OR.....	20,078	Centennial city, CO.....	100,377	Dover city, NH.....	29,987
Ashland town, MA.....	16,593	Chandler city, TX.....	2,734	Dublin city, CA.....	46,036
Ashland town, VA.....	7,225	Chanhasen city, MN.....	22,952	Dublin city, OH.....	41,751
Aspen city, CO.....	6,658	Chapel Hill town, NC.....	57,233	Duluth city, MN.....	86,265
Athens-Clarke County, GA.....	115,452	Chardon city, OH.....	5,148	Durham city, NC.....	228,330
Auburn city, AL.....	53,380	Charles County, MD.....	146,551	Durham County, NC.....	267,587
Aurora city, CO.....	325,078	Charlotte County, FL.....	159,978	Dyer town, IN.....	16,390
Austin city, TX.....	790,390	Charlottesville city, VA.....	43,475	Eagan city, MN.....	64,206
Avon town, CO.....	6,447	Chattanooga city, TN.....	167,674	Eagle Mountain city, UT.....	21,415
Avon town, IN.....	12,446	Chautauqua town, NY.....	4,464	Eau Claire city, WI.....	65,883
Avondale city, AZ.....	76,238	Chesterfield County, VA.....	316,236	Eden Prairie city, MN.....	60,797
Azusa city, CA.....	46,361	Clayton city, MO.....	15,939	Eden town, VT.....	1,323
Bainbridge Island city, WA.....	23,025	Clearwater city, FL.....	107,685	Edgewater city, CO.....	5,170
Baltimore city, MD.....	620,961	Clinton city, SC.....	8,490	Edina city, MN.....	47,941
Baltimore County, MD.....	805,029	Clive city, IA.....	15,447	Edmond city, OK.....	81,405
Basehor city, KS.....	4,613	Clovis city, CA.....	95,631	Edmonds city, WA.....	39,709
Batavia city, IL.....	26,045	College Park city, MD.....	30,413	El Cerrito city, CA.....	23,549
Battle Creek city, MI.....	52,347	College Station city, TX.....	93,857	El Paso de Robles (Paso Robles) city, CA.....	29,793
Bay Village city, OH.....	15,651	Colleyville city, TX.....	22,807	Elgin city, IL.....	108,188
Baytown city, TX.....	71,802	Collinsville city, IL.....	25,579	Elk Grove city, CA.....	153,015
Beaumont city, CA.....	36,877	Columbia city, MO.....	108,500	Elmhurst city, IL.....	44,121
Bellingham city, WA.....	80,885	Commerce City city, CO.....	45,913	Englewood city, CO.....	30,255
Bend city, OR.....	76,639	Conshohocken borough, PA.....	7,833	Erie town, CO.....	18,135
Bethlehem township, PA.....	23,730	Coolidge city, AZ.....	11,825	Escambia County, FL.....	297,619
Bettendorf city, IA.....	33,217	Coon Rapids city, MN.....	61,476	Estes Park town, CO.....	5,858
Billings city, MT.....	104,170	Coral Springs city, FL.....	121,096	Euclid city, OH.....	48,920
Bloomington city, IN.....	80,405	Coronado city, CA.....	18,912	Farmers Branch city, TX.....	28,616
Bloomington city, MN.....	82,893	Corvallis city, OR.....	54,462	Farmersville city, TX.....	3,301
Boise City city, ID.....	205,671	Cottonwood Heights city, UT.....	33,433	Farmington Hills city, MI.....	79,740
Bonner Springs city, KS.....	7,314	Coventry Lake CDP, CT.....	2,990	Fate city, TX.....	6,357
Boulder city, CO.....	97,385	Coventry town, CT.....	12,435	Fayetteville city, GA.....	15,945
Bowling Green city, KY.....	58,067	Cupertino city, CA.....	58,302	Fayetteville city, NC.....	200,564
Bozeman city, MT.....	37,280	Dacono city, CO.....	4,152	Ferguson township, PA.....	17,690
Brookline CDP, MA.....	58,732	Dakota County, MN.....	398,552	Fernandina Beach city, FL.....	11,487
Brooklyn Center city, MN.....	30,104	Dallas city, OR.....	14,583	Flower Mound town, TX.....	64,669
Brooklyn city, OH.....	11,169	Dallas city, TX.....	1,197,816	Forest Grove city, OR.....	21,083
Broomfield city, CO.....	55,889	Danvers town, MA.....	26,493	Fort Collins city, CO.....	143,986
Brownsburg town, IN.....	21,285	Danville city, KY.....	16,218	Franklin city, TN.....	62,487
Buffalo Grove village, IL.....	41,496	Darien city, IL.....	22,086	Frederick town, CO.....	8,679
Burlingame city, CA.....	28,806				

Fremont city, CA.....	214,089	Kansas City city, KS.....	145,786	Martinez city, CA.....	35,824
Frisco town, CO.....	2,683	Kansas City city, MO.....	459,787	Marysville city, WA.....	60,020
Fruita city, CO.....	12,646	Kent city, WA.....	92,411	Maui County, HI.....	154,834
Gahanna city, OH.....	33,248	Kerrville city, TX.....	22,347	McKinney city, TX.....	131,117
Gaithersburg city, MD.....	59,933	Key West city, FL.....	24,649	McMinnville city, OR.....	32,187
Galveston city, TX.....	47,743	King City city, CA.....	12,874	Mecklenburg County, NC.....	919,628
Gardner city, KS.....	19,123	Kingman city, AZ.....	28,068	Menlo Park city, CA.....	32,026
Germantown city, TN.....	38,844	Kirkland city, WA.....	48,787	Menomonee Falls village, WI.....	35,626
Gilbert town, AZ.....	208,453	Kirkwood city, MO.....	27,540	Mercer Island city, WA.....	22,699
Gillette city, WY.....	29,087	La Mesa city, CA.....	57,065	Meridian charter township, MI.....	39,688
Glen Ellyn village, IL.....	27,450	La Plata town, MD.....	8,753	Merriam city, KS.....	11,003
Glendora city, CA.....	50,073	La Vista city, NE.....	15,758	Mesa city, AZ.....	439,041
Glenview village, IL.....	44,692	Lake Forest city, IL.....	19,375	Mesquite city, TX.....	139,824
Golden city, CO.....	18,867	Lake in the Hills village, IL.....	28,965	Miami city, FL.....	399,457
Golden Valley city, MN.....	20,371	Lake Zurich village, IL.....	19,631	Middleton city, WI.....	17,442
Goodyear city, AZ.....	65,275	Lakeville city, MN.....	55,954	Middletown town, RI.....	16,150
Grafton village, WI.....	11,459	Lakewood city, CO.....	142,980	Milford city, DE.....	9,559
Grand Rapids city, MI.....	188,040	Lakewood city, WA.....	58,163	Milton city, GA.....	32,661
Grand Traverse County, MI.....	86,986	Lancaster County, SC.....	76,652	Minneapolis city, MN.....	382,578
Greeley city, CO.....	92,889	Laramie city, WY.....	30,816	Minnetrista city, MN.....	6,384
Greenville city, NC.....	84,554	Larimer County, CO.....	299,630	Missoula County, MT.....	109,299
Greer city, SC.....	25,515	Las Cruces city, NM.....	97,618	Missouri City city, TX.....	67,358
Gulf Breeze city, FL.....	5,763	Las Vegas city, NM.....	13,753	Moline city, IL.....	43,483
Gunnison County, CO.....	15,324	Las Vegas city, NV.....	583,756	Monroe city, MI.....	20,733
Halton City city, TX.....	42,409	Lawrence city, KS.....	87,643	Montgomery city, MN.....	2,956
Hamilton city, OH.....	62,477	Lawrenceville city, GA.....	28,546	Montgomery County, MD.....	971,777
Hamilton town, MA.....	7,764	Lehi city, UT.....	47,407	Monticello city, UT.....	1,972
Hampton city, VA.....	137,436	Lenexa city, KS.....	48,190	Montrose city, CO.....	19,132
Hanover County, VA.....	99,863	Lewisville city, TX.....	95,290	Moorpark city, CA.....	34,421
Harrisburg city, SD.....	4,089	Libertyville village, IL.....	20,315	Moraga town, CA.....	16,016
Hastings city, MN.....	22,172	Lincolnwood village, IL.....	12,590	Morristown city, TN.....	29,137
Henderson city, NV.....	257,729	Lindsborg city, KS.....	3,458	Morrisville town, NC.....	18,576
High Point city, NC.....	104,371	Little Chute village, WI.....	10,449	Morro Bay city, CA.....	10,234
Highland Park city, IL.....	29,763	Littleton city, CO.....	41,737	Moscow city, ID.....	23,800
Highlands Ranch CDP, CO.....	96,713	Livermore city, CA.....	80,968	Mountlake Terrace city, WA.....	19,909
Homer Glen village, IL.....	24,220	Lombard village, IL.....	43,165	Murphy city, TX.....	17,708
Honolulu County, HI.....	953,207	Lone Tree city, CO.....	10,218	Naperville city, IL.....	141,853
Hopkinton town, MA.....	14,925	Long Grove village, IL.....	8,043	Napoleon city, OH.....	8,749
Hoquiam city, WA.....	8,726	Longmont city, CO.....	86,270	Needham CDP, MA.....	28,886
Horry County, SC.....	269,291	Lonsdale city, MN.....	3,674	Nevada City city, CA.....	3,068
Hudson town, CO.....	2,356	Los Alamos County, NM.....	17,950	Nevada County, CA.....	98,764
Huntley village, IL.....	24,291	Los Altos Hills town, CA.....	7,922	New Braunfels city, TX.....	57,740
Huntsville city, TX.....	38,548	Loudoun County, VA.....	312,311	New Brighton city, MN.....	21,456
Hutchinson city, MN.....	14,178	Louisville city, CO.....	18,376	New Concord village, OH.....	2,491
Hutto city, TX.....	14,698	Lower Merion township, PA.....	57,825	New Hope city, MN.....	20,339
Hyattsville city, MD.....	17,557	Lynchburg city, VA.....	75,568	Newport city, RI.....	24,672
Independence city, IA.....	5,966	Lynnwood city, WA.....	35,836	Newport News city, VA.....	180,719
Independence city, MO.....	116,830	Manassas city, VA.....	37,821	Newton city, IA.....	15,254
Indio city, CA.....	76,036	Manhattan Beach city, CA.....	35,135	Niles village, IL.....	29,803
Iowa City city, IA.....	67,862	Manhattan city, KS.....	52,281	Noblesville city, IN.....	51,969
Issaquah city, WA.....	30,434	Mankato city, MN.....	39,309	Norcross city, GA.....	9,116
Jackson city, MO.....	13,758	Maple Grove city, MN.....	61,567	Norfolk city, NE.....	24,210
Jackson County, MI.....	160,248	Maplewood city, MN.....	38,018	North Mankato city, MN.....	13,394
Jefferson Parish, LA.....	432,552	Maricopa County, AZ.....	3,817,117	North Port city, FL.....	57,357
Jerome city, ID.....	10,890	Marin County, CA.....	252,409	North Yarmouth town, ME.....	3,565
Johnson City city, TN.....	63,152	Marion city, IA.....	34,768	Northglenn city, CO.....	35,789
Johnston city, IA.....	17,278	Mariposa County, CA.....	18,251	Novato city, CA.....	51,904
Jupiter town, FL.....	55,156	Marshalltown city, IA.....	27,552		
Kalamazoo city, MI.....	74,262	Marshfield city, WI.....	19,118		

Novi city, MI.....	55,224	Roanoke city, VA.....	97,032	Sugar Land city, TX.....	78,817
O'Fallon city, IL.....	28,281	Roanoke County, VA.....	92,376	Suisun City city, CA.....	28,111
Oak Park village, IL.....	51,878	Rochester city, NY.....	210,565	Summit County, UT.....	36,324
Oakdale city, MN.....	27,378	Rock Hill city, SC.....	66,154	Sunnyvale city, CA.....	140,081
Oklahoma City city, OK.....	579,999	Rockville city, MD.....	61,209	Surprise city, AZ.....	117,517
Olmsted County, MN.....	144,248	Roeland Park city, KS.....	6,731	Suwanee city, GA.....	15,355
Orland Park village, IL.....	56,767	Rohnert Park city, CA.....	40,971	Tacoma city, WA.....	198,397
Oshkosh city, WI.....	66,083	Rolla city, MO.....	19,559	Takoma Park city, MD.....	16,715
Oswego village, IL.....	30,355	Rosemount city, MN.....	21,874	Tempe city, AZ.....	161,719
Overland Park city, KS.....	173,372	Rosenberg city, TX.....	30,618	Temple city, TX.....	66,102
Paducah city, KY.....	25,024	Roseville city, MN.....	33,660	Texarkana city, TX.....	36,411
Palm Beach Gardens city, FL.....	48,452	Round Rock city, TX.....	99,887	The Woodlands CDP, TX.....	93,847
Palm Coast city, FL.....	75,180	Royal Palm Beach village, FL.....	34,140	Thousand Oaks city, CA.....	126,683
Palo Alto city, CA.....	64,403	Sacramento city, CA.....	466,488	Tigard city, OR.....	48,035
Palos Verdes Estates city, CA.....	13,438	Sahuarita town, AZ.....	25,259	Tinley Park village, IL.....	56,703
Panama City Beach city, FL.....	12,018	Sammamish city, WA.....	45,780	Tracy city, CA.....	82,922
Papillion city, NE.....	18,894	San Carlos city, CA.....	28,406	Trinidad CCD, CO.....	12,017
Paradise Valley town, AZ.....	12,820	San Diego city, CA.....	1,307,402	Tualatin city, OR.....	26,054
Park City city, UT.....	7,558	San Francisco city, CA.....	805,235	Tulsa city, OK.....	391,906
Parker town, CO.....	45,297	San Jose city, CA.....	945,942	Tustin city, CA.....	75,540
Pasco city, WA.....	59,781	San Marcos city, TX.....	44,894	Twin Falls city, ID.....	44,125
Pasco County, FL.....	464,697	Sangamon County, IL.....	197,465	Unalaska city, AK.....	4,376
Payette city, ID.....	7,433	Santa Fe city, NM.....	67,947	University Heights city, OH.....	13,539
Pearland city, TX.....	91,252	Santa Fe County, NM.....	144,170	University Park city, TX.....	23,068
Peoria city, IL.....	115,007	Savage city, MN.....	26,911	Urbandale city, IA.....	39,463
Pflugerville city, TX.....	46,936	Schaumburg village, IL.....	74,227	Vail town, CO.....	5,305
Philadelphia city, PA.....	1,526,006	Schertz city, TX.....	31,465	Vernon Hills village, IL.....	25,113
Pinehurst village, NC.....	13,124	Scott County, MN.....	129,928	Victoria city, MN.....	7,345
Piqua city, OH.....	20,522	Scottsdale city, AZ.....	217,385	Vienna town, VA.....	15,687
Pitkin County, CO.....	17,148	Sedona city, AZ.....	10,031	Virginia Beach city, VA.....	437,994
Plano city, TX.....	259,841	Sevierville city, TN.....	14,807	Walnut Creek city, CA.....	64,173
Platte City city, MO.....	4,691	Shakopee city, MN.....	37,076	Warrensburg city, MO.....	18,838
Pleasant Hill city, IA.....	8,785	Shawnee city, KS.....	62,209	Washington County, MN.....	238,136
Pleasanton city, CA.....	70,285	Shawnee city, OK.....	29,857	Washoe County, NV.....	421,407
Plymouth city, MN.....	70,576	Shoreline city, WA.....	53,007	Waunakee village, WI.....	12,097
Port Orange city, FL.....	56,048	Shoreview city, MN.....	25,043	Wauwatosa city, WI.....	46,396
Port St. Lucie city, FL.....	164,603	Shorewood village, IL.....	15,615	Wentzville city, MO.....	29,070
Portage city, MI.....	46,292	Sierra Vista city, AZ.....	43,888	West Carrollton city, OH.....	13,143
Portland city, OR.....	583,776	Silverton city, OR.....	9,222	West Chester township, OH.....	60,958
Powell city, OH.....	11,500	Sioux Falls city, SD.....	153,888	West Des Moines city, IA.....	56,609
Powhatan County, VA.....	28,046	Skokie village, IL.....	64,784	Western Springs village, IL.....	12,975
Prairie Village city, KS.....	21,447	Snoqualmie city, WA.....	10,670	Westerville city, OH.....	36,120
Pueblo city, CO.....	106,595	Snowmass Village town, CO.....	2,826	Westlake town, TX.....	992
Purcellville town, VA.....	7,727	Somerset town, MA.....	18,165	Westminster city, CO.....	106,114
Queen Creek town, AZ.....	26,361	South Bend city, IN.....	101,168	Westminster city, MD.....	18,590
Raleigh city, NC.....	403,892	South Jordan city, UT.....	50,418	Wheat Ridge city, CO.....	30,166
Ramsey city, MN.....	23,668	South Portland city, ME.....	25,002	White House city, TN.....	10,255
Raymore city, MO.....	19,206	Southlake city, TX.....	26,575	Wichita city, KS.....	382,368
Redmond city, OR.....	26,215	Spearfish city, SD.....	10,494	Williamsburg city, VA.....	14,068
Redmond city, WA.....	54,144	Springville city, UT.....	29,466	Willowbrook village, IL.....	8,540
Redwood City city, CA.....	76,815	St. Augustine city, FL.....	12,975	Wilmington city, NC.....	106,476
Reno city, NV.....	225,221	St. Charles city, IL.....	32,974	Wilsonville city, OR.....	19,509
Richfield city, MN.....	35,228	St. Cloud city, MN.....	65,842	Windsor town, CO.....	18,644
Richland city, WA.....	48,058	St. Croix County, WI.....	84,345	Windsor town, CT.....	29,044
Richmond city, CA.....	103,701	St. Joseph city, MO.....	76,780	Winter Garden city, FL.....	34,568
Richmond Heights city, MO.....	8,603	St. Louis County, MN.....	200,226	Woodbury city, MN.....	61,961
Rio Rancho city, NM.....	87,521	St. Lucie County, FL.....	277,789	Woodinville city, WA.....	10,938
River Falls city, WI.....	15,000	State College borough, PA.....	42,034	Wyandotte County, KS.....	157,505
Riverside city, CA.....	303,871	Steamboat Springs city, CO.....	12,088	Wyoming city, MI.....	72,125

Yakima city, WA ..... 91,067  
 York County, VA..... 65,464

Yorktown town, IN .....9,405  
 Yorkville city, IL..... 16,921

Yountville city, CA .....2,933

**NORTH CENTRAL REGION WITH POPULATIONS OVER 15,000 BENCHMARK COMPARISONS**

**TABLE 137: QUESTION 1 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Eden Prairie as a place to live	95%	16	106	Higher
Your neighborhood as a place to live	93%	5	85	Higher
Eden Prairie as a place to raise children	93%	15	103	Higher
Eden Prairie as a place to work	87%	3	100	Higher
Eden Prairie as a place to visit	74%	23	87	Similar
Eden Prairie as a place to retire	69%	25	100	Similar
The overall quality of life in Eden Prairie	93%	7	121	Higher

**TABLE 138: QUESTION 2 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall feeling of safety in Eden Prairie	92%	26	110	Higher
Overall ease of getting to the places you usually have to visit	82%	20	84	Similar
Quality of overall natural environment in Eden Prairie	94%	3	83	Higher
Overall “built environment” of Eden Prairie (including overall design, buildings, parks and transportation systems)	80%	8	81	Higher
Health and wellness opportunities in Eden Prairie	89%	6	81	Higher
Overall opportunities for education and enrichment	89%	10	82	Higher
Overall economic health of Eden Prairie	92%	3	81	Higher
Sense of community	69%	42	87	Similar
Overall image or reputation of Eden Prairie	91%	7	105	Higher

**TABLE 139: QUESTION 3 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Recommend living in Eden Prairie to someone who asks	93%	29	84	Similar
Remain in Eden Prairie for the next five years	86%	39	84	Similar

**TABLE 140: QUESTION 6 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Traffic flow on major streets	75%	13	99	Higher
Ease of public parking	91%	2	72	Much higher
Ease of travel by car in Eden Prairie	86%	11	85	Similar
Ease of travel by public transportation in Eden Prairie	46%	30	70	Similar
Ease of walking in Eden Prairie	79%	18	84	Similar
Availability of paths and walking trails	92%	2	94	Much higher
Air quality	94%	3	72	Higher
Cleanliness of Eden Prairie	95%	4	93	Higher
Overall appearance of Eden Prairie	93%	4	94	Higher
Public places where people want to spend time	85%	9	81	Higher
Variety of housing options	74%	15	85	Similar
Availability of affordable quality housing	47%	50	92	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	1	78	Higher
Recreational opportunities	90%	1	85	Higher
Availability of affordable quality food	83%	4	76	Higher
Availability of affordable quality health care	82%	10	80	Similar
Availability of preventive health services	86%	7	74	Higher
Availability of affordable quality mental health care	68%	9	73	Higher
Value of City services considering the property taxes you pay	69%	6	114	Higher

**TABLE 141: QUESTION 7 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Police services	92%	9	119	Higher
Crime prevention	87%	15	102	Higher
Fire services	98%	9	106	Similar
Fire Department response time	98%	NA	NA	NA
Hennepin Healthcare Emergency Medical Service (ambulance) response time	95%	21	96	Similar
Animal control	85%	3	100	Higher
Recreation services (i.e., recreation programs and classes, etc.)	91%	NA	NA	NA
Recreation centers or facilities	91%	2	74	Higher
Park maintenance	95%	1	6	Much higher
Senior programs and services	89%	2	10	Higher
Street lighting	78%	9	100	Similar
Street repair	75%	4	101	Higher
Traffic signal timing	66%	15	84	Similar
City streets as a whole	87%	NA	NA	NA
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	74%	NA	NA	NA
Snow removal on City streets (excludes 494, 62 and County roads)	83%	6	109	Higher
Street sweeping on City streets (excludes 494, 62 and County roads)	87%	2	92	Higher
Building inspections	85%	NA	NA	NA
City planning services	79%	1	88	Higher
Drinking water	84%	17	92	Similar
Economic development	81%	6	84	Higher
Storm drainage	88%	6	99	Higher
Water and sewer services	90%	NA	NA	NA
Utility billing	83%	11	72	Similar
Emergency management (services that prepare the community for natural disasters or other emergency situations)	91%	1	84	Higher
Preservation of natural areas such as open space, parklands and wetlands	91%	1	77	Much higher
Overall quality of Eden Prairie services	92%	6	114	Higher

**TABLE 142: QUESTION 11 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Senior Center	83%	NA	NA	NA
Community Center	94%	NA	NA	NA

**TABLE 143: QUESTION 12 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Eden Prairie Center mall	90%	NA	NA	NA
Your neighborhood	94%	2	7	Similar
Parks and open space	93%	2	5	Similar

**TABLE 144: QUESTION 15 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall, how would you rate your contact with the Eden Prairie Police Department?	92%	NA	NA	NA

**TABLE 145: QUESTION 22 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Knowledge	95%	1	11	Similar
Courtesy	95%	1	6	Similar
Responsiveness	94%	1	11	Similar
Follow-up (got back to you or took action if needed)	91%	NA	NA	NA
Overall customer service	93%	1	115	Higher



**TABLE 146: QUESTION 23 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	73%	NA	NA	NA

**TABLE 147: QUESTION 24 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Appearance	86%	NA	NA	NA
Online information and services offered	86%	NA	NA	NA
Ease of navigation/ability to find information	70%	NA	NA	NA
Search function	70%	NA	NA	NA

**COMMUNITIES INCLUDED IN NORTH CENTRAL REGION WITH POPULATIONS OVER 15,000 COMPARISONS**

The communities included in the Eden Prairie comparisons are listed below along with their population according to the 2010 Census.

Albert Lea city, MN .....	18,016	Dublin city, OH.....	41,751	Jackson County, MI.....	160,248
Allegan County, MI.....	111,408	Duluth city, MN .....	86,265	Johnston city, IA.....	17,278
Ankeny city, IA.....	45,582	Dyer town, IN .....	16,390	Kalamazoo city, MI.....	74,262
Ann Arbor city, MI.....	113,934	Eagan city, MN.....	64,206	Kansas City city, KS.....	145,786
Batavia city, IL.....	26,045	Eau Claire city, WI .....	65,883	Kansas City city, MO.....	459,787
Battle Creek city, MI.....	52,347	Eden Prairie city, MN .....	60,797	Kirkwood city, MO.....	27,540
Bay Village city, OH .....	15,651	Edina city, MN.....	47,941	La Vista city, NE.....	15,758
Bettendorf city, IA .....	33,217	Elgin city, IL .....	108,188	Lake Forest city, IL .....	19,375
Bloomington city, IN .....	80,405	Elmhurst city, IL.....	44,121	Lake in the Hills village, IL.....	28,965
Bloomington city, MN.....	82,893	Euclid city, OH.....	48,920	Lake Zurich village, IL .....	19,631
Brooklyn Center city, MN.....	30,104	Farmington Hills city, MI.....	79,740	Lakeville city, MN.....	55,954
Brownsburg town, IN .....	21,285	Gahanna city, OH .....	33,248	Lawrence city, KS .....	87,643
Buffalo Grove village, IL.....	41,496	Gardner city, KS .....	19,123	Lenexa city, KS.....	48,190
Cedar Rapids city, IA .....	126,326	Glen Ellyn village, IL.....	27,450	Libertyville village, IL.....	20,315
Chanhassen city, MN.....	22,952	Glenview village, IL .....	44,692	Lombard village, IL .....	43,165
Clayton city, MO .....	15,939	Golden Valley city, MN.....	20,371	Manhattan city, KS .....	52,281
Clive city, IA.....	15,447	Grand Rapids city, MI.....	188,040	Mankato city, MN.....	39,309
Collinsville city, IL .....	25,579	Grand Traverse County, MI .....	86,986	Maple Grove city, MN.....	61,567
Columbia city, MO .....	108,500	Hamilton city, OH .....	62,477	Maplewood city, MN.....	38,018
Coon Rapids city, MN .....	61,476	Hastings city, MN.....	22,172	Marion city, IA.....	34,768
Dakota County, MN.....	398,552	Highland Park city, IL .....	29,763	Marshalltown city, IA .....	27,552
Darien city, IL .....	22,086	Homer Glen village, IL .....	24,220	Marshfield city, WI.....	19,118
Dayton city, OH.....	141,527	Huntley village, IL.....	24,291	Menomonee Falls village, WI.....	35,626
Dearborn city, MI.....	98,153	Independence city, MO.....	116,830		
Delaware city, OH.....	34,753	Iowa City city, IA.....	67,862		
Des Moines city, IA .....	203,433				

Meridian charter township, MI.....	39,688	Peoria city, IL.....	115,007	St. Charles city, IL.....	32,974
Middleton city, WI.....	17,442	Piqua city, OH.....	20,522	St. Cloud city, MN.....	65,842
Minneapolis city, MN.....	382,578	Plymouth city, MN.....	70,576	St. Croix County, WI.....	84,345
Moline city, IL.....	43,483	Portage city, MI.....	46,292	St. Joseph city, MO.....	76,780
Monroe city, MI.....	20,733	Prairie Village city, KS.....	21,447	St. Louis County, MN.....	200,226
Naperville city, IL.....	141,853	Ramsey city, MN.....	23,668	Tinley Park village, IL.....	56,703
New Brighton city, MN.....	21,456	Raymore city, MO.....	19,206	Urbandale city, IA.....	39,463
New Hope city, MN.....	20,339	Richfield city, MN.....	35,228	Vernon Hills village, IL.....	25,113
Newton city, IA.....	15,254	River Falls city, WI.....	15,000	Warrensburg city, MO.....	18,838
Niles village, IL.....	29,803	Rolla city, MO.....	19,559	Washington County, MN.....	238,136
Noblesville city, IN.....	51,969	Rosemount city, MN.....	21,874	Wauwatosa city, WI.....	46,396
Norfolk city, NE.....	24,210	Roseville city, MN.....	33,660	Wentzville city, MO.....	29,070
Novi city, MI.....	55,224	Sangamon County, IL.....	197,465	West Chester township, OH.....	60,958
O'Fallon city, IL.....	28,281	Savage city, MN.....	26,911	West Des Moines city, IA.....	56,609
Oak Park village, IL.....	51,878	Schaumburg village, IL.....	74,227	Westerville city, OH.....	36,120
Oakdale city, MN.....	27,378	Scott County, MN.....	129,928	Wichita city, KS.....	382,368
Olmsted County, MN.....	144,248	Shakopee city, MN.....	37,076	Woodbury city, MN.....	61,961
Orland Park village, IL.....	56,767	Shawnee city, KS.....	62,209	Wyandotte County, KS.....	157,505
Oshkosh city, WI.....	66,083	Shoreview city, MN.....	25,043	Wyoming city, MI.....	72,125
Oswego village, IL.....	30,355	Shorewood village, IL.....	15,615	Yorkville city, IL.....	16,921
Overland Park city, KS.....	173,372	Sioux Falls city, SD.....	153,888		
Papillion city, NE.....	18,894	Skokie village, IL.....	64,784		
		South Bend city, IN.....	101,168		

## MINNESOTA BENCHMARK COMPARISONS

TABLE 148: QUESTION 1 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Eden Prairie as a place to live	95%	5	29	Similar
Your neighborhood as a place to live	93%	2	25	Similar
Eden Prairie as a place to raise children	93%	6	28	Similar
Eden Prairie as a place to work	87%	1	28	Higher
Eden Prairie as a place to visit	74%	4	22	Similar
Eden Prairie as a place to retire	69%	7	29	Similar
The overall quality of life in Eden Prairie	93%	4	35	Similar

TABLE 149: QUESTION 2 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Eden Prairie	92%	9	29	Similar
Overall ease of getting to the places you usually have to visit	82%	6	24	Similar
Quality of overall natural environment in Eden Prairie	94%	2	24	Higher
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	80%	2	22	Similar
Health and wellness opportunities in Eden Prairie	89%	4	23	Higher
Overall opportunities for education and enrichment	89%	3	23	Higher
Overall economic health of Eden Prairie	92%	2	23	Higher
Sense of community	69%	11	26	Similar
Overall image or reputation of Eden Prairie	91%	2	28	Higher

**TABLE 150: QUESTION 3 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Recommend living in Eden Prairie to someone who asks	93%	11	23	Similar
Remain in Eden Prairie for the next five years	86%	15	23	Similar

**TABLE 151: QUESTION 6 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Traffic flow on major streets	75%	6	23	Similar
Ease of public parking	91%	2	18	Higher
Ease of travel by car in Eden Prairie	86%	6	25	Similar
Ease of travel by public transportation in Eden Prairie	46%	10	21	Similar
Ease of walking in Eden Prairie	79%	6	24	Similar
Availability of paths and walking trails	92%	1	24	Higher
Air quality	94%	3	20	Similar
Cleanliness of Eden Prairie	95%	3	24	Higher
Overall appearance of Eden Prairie	93%	1	25	Higher
Public places where people want to spend time	85%	2	22	Higher
Variety of housing options	74%	5	25	Similar
Availability of affordable quality housing	47%	15	29	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	1	23	Higher
Recreational opportunities	90%	1	27	Higher
Availability of affordable quality food	83%	1	19	Higher
Availability of affordable quality health care	82%	3	23	Higher
Availability of preventive health services	86%	2	20	Higher
Availability of affordable quality mental health care	68%	2	20	Higher
Value of City services considering the property taxes you pay	69%	3	34	Higher

**TABLE 152: QUESTION 7 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Police services	92%	2	35	Similar
Crime prevention	87%	4	24	Similar
Fire services	98%	2	29	Similar
Fire Department response time	98%	NA	NA	NA
Hennepin Healthcare Emergency Medical Service (ambulance) response time	95%	2	22	Similar
Animal control	85%	1	29	Similar
Recreation services (i.e., recreation programs and classes, etc.)	91%	NA	NA	NA
Recreation centers or facilities	91%	1	23	Higher
Park maintenance	95%	NA	NA	NA
Senior programs and services	89%	1	8	Much higher
Street lighting	78%	2	26	Similar
Street repair	75%	2	29	Higher
Traffic signal timing	66%	7	23	Similar
City streets as a whole	87%	NA	NA	NA
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	74%	NA	NA	NA
Snow removal on City streets (excludes 494, 62 and County roads)	83%	2	35	Higher
Street sweeping on City streets (excludes 494, 62 and County roads)	87%	1	24	Higher
Building inspections	85%	NA	NA	NA
City planning services	79%	1	27	Higher
Drinking water	84%	4	28	Higher
Economic development	81%	2	25	Higher
Storm drainage	88%	4	28	Similar
Water and sewer services	90%	NA	NA	NA
Utility billing	83%	5	21	Similar
Emergency management (services that prepare the community for natural disasters or other emergency situations)	91%	1	26	Higher
Preservation of natural areas such as open space, parklands and wetlands	91%	1	22	Higher
Overall quality of Eden Prairie services	92%	1	35	Higher

TABLE 153: QUESTION 11 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Senior Center	83%	NA	NA	NA
Community Center	94%	NA	NA	NA

TABLE 154: QUESTION 12 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Eden Prairie Center mall	90%	NA	NA	NA
Your neighborhood	94%	2	7	Similar
Parks and open space	93%	2	5	Similar

TABLE 155: QUESTION 15 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how would you rate your contact with the Eden Prairie Police Department?	92%	NA	NA	NA

TABLE 156: QUESTION 22 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	95%	1	10	Similar
Courtesy	95%	1	6	Similar
Responsiveness	94%	1	10	Similar
Follow-up (got back to you or took action if needed)	91%	NA	NA	NA
Overall customer service	93%	1	32	Higher

TABLE 157: QUESTION 23 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	73%	NA	NA	NA

**TABLE 158: QUESTION 24 BENCHMARKS**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Appearance	86%	NA	NA	NA
Online information and services offered	86%	NA	NA	NA
Ease of navigation/ability to find information	70%	NA	NA	NA
Search function	70%	NA	NA	NA

**COMMUNITIES INCLUDED IN MINNESOTA COMPARISONS**

The communities included in the Eden Prairie comparisons are listed below along with their population according to the 2010 Census.

Albert Lea city, MN.....	18,016	New Hope city, MN.....	20,339
Bloomington city, MN.....	82,893	North Mankato city, MN.....	13,394
Brooklyn Center city, MN.....	30,104	Oakdale city, MN.....	27,378
Chanhassen city, MN.....	22,952	Olmsted County, MN.....	144,248
Coon Rapids city, MN.....	61,476	Plymouth city, MN.....	70,576
Dakota County, MN.....	398,552	Ramsey city, MN.....	23,668
Duluth city, MN.....	86,265	Richfield city, MN.....	35,228
Eagan city, MN.....	64,206	Rosemount city, MN.....	21,874
Eden Prairie city, MN.....	60,797	Roseville city, MN.....	33,660
Edina city, MN.....	47,941	Savage city, MN.....	26,911
Golden Valley city, MN.....	20,371	Scott County, MN.....	129,928
Hastings city, MN.....	22,172	Shakopee city, MN.....	37,076
Hutchinson city, MN.....	14,178	Shoreview city, MN.....	25,043
Lakeville city, MN.....	55,954	St. Cloud city, MN.....	65,842
Lonsdale city, MN.....	3,674	St. Louis County, MN.....	200,226
Mankato city, MN.....	39,309	Victoria city, MN.....	7,345
Maple Grove city, MN.....	61,567	Washington County, MN.....	238,136
Maplewood city, MN.....	38,018	Woodbury city, MN.....	61,961
Minneapolis city, MN.....	382,578		
Minnetrissa city, MN.....	6,384		
Montgomery city, MN.....	2,956		
New Brighton city, MN.....	21,456		

## APPENDIX F: SURVEY METHODOLOGY

### ABOUT THE SURVEY

The City of Eden Prairie Quality of Life Survey was first administered in 2006. General resident surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinions on policy issues facing the city and their assessment of city service delivery. The City of Eden Prairie funded this research. Please contact Katie O'Connor of the City of Eden Prairie at [koconnor@edenprairie.org](mailto:koconnor@edenprairie.org) if you have any questions about the survey.

### DEVELOPING THE QUESTIONNAIRE

The 2020 survey instrument was developed by starting with the version from the previous implementation in 2018. Few changes were made to the survey in order to maximize comparisons overtime. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

### SELECTING SURVEY RECIPIENTS

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. A list of all households within the zip codes serving Eden Prairie was purchased from Go-Dog Direct based on updated listings from the United States Postal Service, updated every three months, providing the best representation of all households in a specific geographic location. NRC used the USPS data to select the survey recipients.

A larger list than needed was pulled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside Eden Prairie’s boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries; in this case, within Eden Prairie. All addresses determined to be outside the study boundaries were eliminated from the list of potential households. Each address identified as being within city boundaries was further identified as being within one of the four quadrants. A random selection was made of the remaining addresses to create a mailing list of 2,000 addresses.

To choose the 2,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that



day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random sample, a link to an online “opt-in” survey was publicized through various channels including the Eden Prairie website and social media. This opt-in survey was identical to the scientific survey and open to all City residents.

## SURVEY ADMINISTRATION AND RESPONSE RATE

Each selected household was contacted three times. First, a prenotification announcement was sent on December 10, 2020, informing the household members that they had been selected to participate in the City of Eden Prairie Quality of Life Survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by Mayor Case enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. A reminder letter and survey, scheduled to arrive one to two weeks after the first survey, was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Each wave of the cover letter accompanying the mailed survey included a web link for residents to visit if they preferred to take the survey online.

The online “opt-in” survey became available to all residents in January 2021 and remained open for two weeks. Completed surveys were collected over the following seven weeks. About 4% of the 2,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,924 households presumed to have received a survey, 510 completed the survey (233 of which were completed online), providing a response rate of 27%. Additionally, responses were tracked by geographic area; response rates by area ranged from 20% to 33%. The response rates were calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 859 residents completed the online “opt-in” online survey, provided a grand total of 1,369 completed surveys.

### RESPONSE RATE BY AREA FOR MAILED SURVEY

	NW	NE	SW	SE	Overall
Total sample used	407	762	418	413	2,000
I=Complete Interviews	133	140	125	107	505
P=Partial Interviews	2	2	0	1	5
R=Refusal and break off	0	1	0	0	1
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	268	574	280	291	1,413
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	33%	20%	31%	27%	27%

<sup>1</sup> See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

## MARGIN OF ERROR

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within two percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus two<sup>2</sup> percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

## SURVEY PROCESSING (DATA ENTRY)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

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<sup>2</sup> Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.” We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.

## WEIGHTING THE DATA

Upon completion of data collection for both the scientific (probability) and online “opt-in” (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together. In the case of Eden Prairie, the non-probability sample’s characteristics were similar to the probability sample, in both respondent trait and opinion, indicating that the samples could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability samples and non-probability samples (opt-in).

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Eden Prairie. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. Both samples were weighted independently and then combined into one final dataset.

The characteristics used for weighting were respondent gender, age, housing unit type (attached or detached), housing tenure (rent or own), and race. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

A special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting “schemes” are tested to ensure the best fit for the data.

The results of the weighting scheme are presented in the table on the following page.

## 2020 EDEN PRAIRIE QUALITY OF LIFE SURVEY WEIGHTING TABLE

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	26%	10%	21%
Own home	74%	90%	79%
Detached unit	55%	67%	59%
Attached unit	45%	33%	41%
<b>Race and Ethnicity</b>			
White	85%	85%	85%
Not white	15%	15%	15%
Not Hispanic	98%	99%	98%
Hispanic	2%	1%	2%
<b>Sex and Age</b>			
Female	52%	51%	53%
Male	48%	49%	47%
18-34 years of age	28%	6%	22%
35-54 years of age	44%	33%	47%
55+ years of age	29%	61%	31%
Females 18-34	14%	3%	13%
Females 35-54	23%	16%	24%
Females 55+	15%	31%	16%
Males 18-34	14%	3%	10%
Males 35-54	21%	16%	22%
Males 55+	14%	30%	15%
<b>Quadrant</b>			
NW	22%	26%	24%
NE	33%	28%	26%
SE	21%	25%	25%
SW	24%	21%	25%

\* U.S. Census Bureau, 2011-2017 American Community Survey 5-Year Estimates

## ANALYZING THE DATA

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Survey Frequencies*.

Also included are results by respondent characteristics (*Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been denoted with capital letters.

### ***Comparing to Survey Results***

For reporting comparability, the “don’t know” responses from years prior to 2018 were removed in order to match the reporting of the 2018 and 2020 data which shows the percentages without “don’t know” to focus on the results from those who had an opinion about a particular service or activity. Ratings between 2020 and 2018 can be considered statistically significant if there are differences of five percentage points or more.

### Prior to 2014

Eden Prairie’s survey data were collected by phone in 2012 and prior. In 2014, the City switched data collection from phone to mail. Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a person on the telephone compared to offering private anonymous opinions. Questions by phone elicit more positive, optimistic, socially-desirable responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses.

As a consequence of the switch in methodology, a general decline in ratings was both expected and observed; an average of about 10 percentage points (after the removal of “don’t know” responses). Thus, NRC adjusted down the findings from 2012 and prior by this average difference in order to maximize the comparability of results over time. This way the reported trend line data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

While the adjusted findings for data prior to 2012 reasonably control for the expected change from phone to mail data collection, the comparability of data over time does have some limitations. Not only is there sampling error in each survey administration, but also, the methods change occurred after a two-year gap in survey administrations and some question wording was inconsistent among survey years.

Because of the overall shift in the methodology and related survey changes, NRC recommends that any change in ratings or reported behaviors be viewed with caution and that Eden Prairie consider differences of more than 10 percentage points from previous years to be large enough to signal a genuine change in opinion from 2012. Differences that do not reach this threshold should not be considered changes worthy of further interpretation.

## **APPENDIX G: SURVEY MATERIALS**

The following pages contain copies of the survey materials sent to randomly selected households within the City of Eden Prairie.